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Multimedia Call Center

Set Up and Operation Guide

NORTEL
NETWORKS

Multimedia Call Center Set Up and Operation Guide

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Chapter 1

About Multimedia Call Center

This guide assists a Call Center administrator with installing and configuring Multimedia Call Center for Nortel Networks Business Communications Manager.

This guide assumes that you are familiar with using Unified Manager and CallPilot Manager. For more information, refer to the *Business Communications Manager Programming Operations Guide* and the *CallPilot Manager Set Up and Operations Guide*.

In this document the server that Multimedia Call Center is installed on is referred to as “voicebutton.<domain>” where:

- <domain> is the domain name of the business, for example nortelnetworks.com
- “voicebutton” is the host name of the server within the domain.

The server is usually called “voicebutton”, although any unique hostname within the domain is acceptable.

Overview of Multimedia Call Center

With Multimedia Call Center agents and callers can have multimedia calls that include:

- speaking over a Public Switched Telephone Network (PSTN) voice connection
- text chatting
- exchanging and viewing web pages
- viewing screen captures sent by an agent

How Multimedia Call Center works for callers

When callers on a website click a multimedia HTML link the [“Call setup page” on page 50](#) appears for first-time callers.

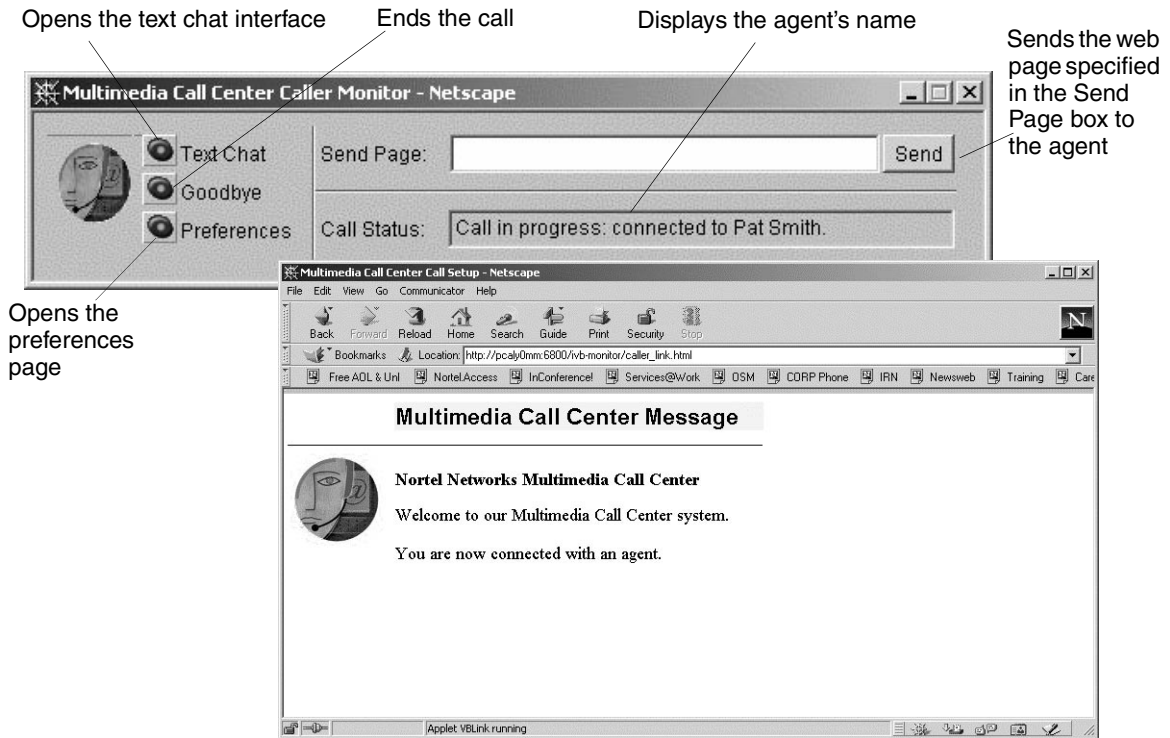
In the call setup page callers specify their calling preferences. Callers can access the media types based on their needs and resources. Callers with separate data and PSTN voice lines can have a PSTN voice call while they view, receive or even send web pages to agents. For information on Multimedia Call Center call types see [“Multimedia Call Center call types” on page 9](#).

After a caller specifies their preferences, the voice button call enters the Call Center. Based on the rules created by the Call Center Administrator, the request for an agent is sent to the appropriate skillset. If an agent is not immediately available, the caller can receive periodic HTML messages (web refresh). The Call Center Administrator programs these messages. The messages can thank callers for their interest, inform them that there are no agents currently available, and tell them that they will be connected to the first available agent.

When the call is answered by an agent, the [“The Multimedia Call Center caller interface” on page 7](#) appears in the caller’s web browser.

The Multimedia Call Center caller interface

The caller interface has two windows. The first window lets the caller control the progress of the call. The second window displays Multimedia Call Center messages and the web pages that an agent sends to the caller.



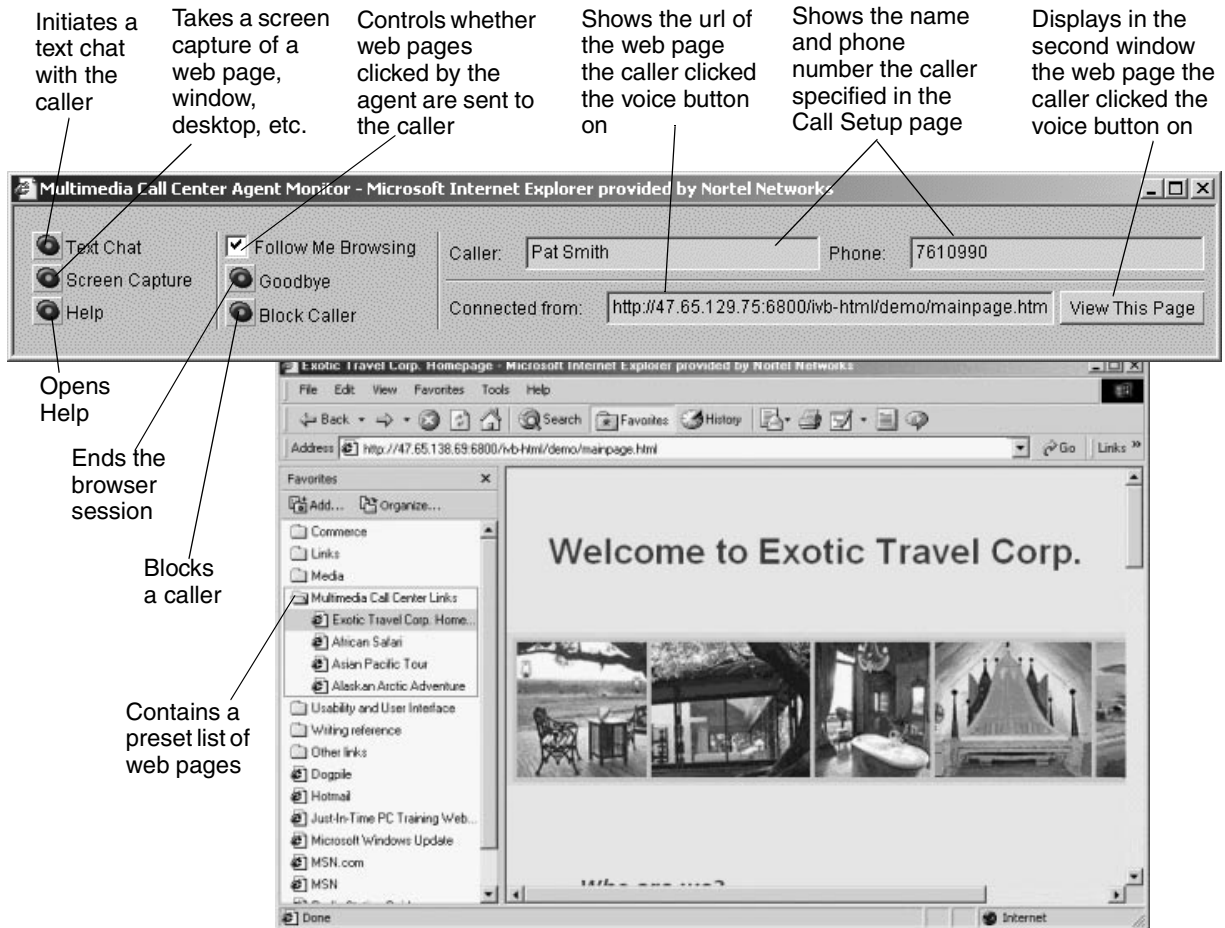
How Multimedia Call Center works for agents

Depending on the call preferences the caller has requested in the call setup page, the agent can have a browser-only, or a voice and browser call with the caller. The agent can use follow-me browsing to show the caller a sequence of web pages. The agent can also push pages or screen captures to the caller.

For a phone and browser call, the agent must answer the phone, and then the agent interface and browser window appears on the agent's computer. For a browser-only call, the agent interface and browser window appear right away, so the agent cannot decline this type of call. The agent's browser window shows the web page that the caller originally clicked to start the Multimedia Call Center call.

The Multimedia Call Center agent interface

The Multimedia Call Center agent interface has two windows. The first window lets an agent control the progress of the call. The second window displays the Multimedia Call Center web pages that the agent sends to a caller, or that a caller sends to them.



Multimedia Call Center call types

Callers with a PSTN voice connection and a data connection, and callers with only a data connection can have a multimedia session with a Multimedia Call Center agent.

PSTN voice and data calls

PSTN voice and data calls use agent-centric routing.

Agent-centric call	After a caller clicks voice button the Call Center phones the caller when an agent is available. The Call Center then connects the call to the agent.
---------------------------	---

How an agent-centric PSTN voice and data call works

For this type of call, the caller has a separate PSTN voice and internet connection, and is not using their telephone.

- 1 The caller clicks the voice button icon on a web page.
- 2 The call setup page [“Call setup page” on page 50](#) appears for first-time callers. If the caller is not a first-time caller, step 4 occurs.
- 3 In this example the caller enters their phone number, name and area code. The caller can specify that their call is:
 - by browser only (a text chat with an agent)
 - by phone and browser (a PSTN voice call and text chat with an agent)
- 4 A request for an agent is sent over the IP network to the call center.
- 5 While the caller is waiting web refresh HTML pages are displayed in their browser that correspond to the announcement they would hear if they were on a PSTN voice call. A new web page can be pushed for every Call Center announcement.
- 6 When a Multimedia Call Center agent becomes available, the caller's phone rings.
- 7 The caller answers the call.
- 8 The Call Center routes the PSTN voice portion of the call to the Multimedia Call Center agent. The agent's set rings and displays “www:ss” to signify that the call is a voice button call.
- 9 The agent answers the call on their set and the agent's and the caller's audio path are connected, and the agent and caller's web pages are synchronized. [“The Multimedia Call Center agent interface” on page 8](#) appears in the agent's browser and the [“The Multimedia Call Center caller interface” on page 7](#) appears in the caller's browser.
- 10 The agent pushes appropriate web pages to the caller. The agent can have a text chat session with the caller.

Data only call

For this type of call, the caller needs an Internet connection. A data only call can include text chat and pushed web pages.

How a data only call works

- 1 The caller clicks the voice button icon on a web page.
- 2 While the caller is waiting web refresh HTML pages are displayed in their browser that correspond to the announcement they would hear if they were on a PSTN voice call. A new web page can be pushed for every Call Center announcement along with information such as the number of agents in the skillset and the number of calls in the skillset. For a full list of CGI parameters see the *Multimedia Call Center Web Developer Guide*.
- 3 When a Multimedia Call Center agent is available [“The Multimedia Call Center agent interface” on page 8](#) appears in the agent’s browser and notifies the agent that they have a call.
- 4 [“The Multimedia Call Center caller interface” on page 7](#) appears in the caller’s browser.
- 5 The agent pushes appropriate web pages to the caller. The agent can have a text chat session with the caller.

Requirements for using CallPilot Manager to set up Multimedia Call Center

You set up Multimedia Call Center using CallPilot Manager, the web-based administration tool. You access CallPilot Manager on a web browser from a computer on your network.

System requirements

Before you use CallPilot Manager to set up Multimedia Call Center, you must have your Business Communications Manager system configured and Call Center installed. For how to enable a software authorization code, refer to [“Enabling a Software Authorization Code” on page 14](#).

Computer requirements

The computer you use to run CallPilot Manager must have:

- WinNT or Windows workstation running P133 or later CPU (or compatible)
- 64 MB RAM, 10 MB disk space
- Minimum screen resolution of 1024 X 768 pixels

Browser requirements

To use CallPilot Manager you must have:

- Java Virtual Machine 5.0 (build 5.0.0.3188 or later)
- either Microsoft Internet Explorer 4.0 or later, or Netscape Communicator 4.0.5 or later, but not Netscape 6.0

If you use Netscape Communicator, set these parameters:

- Enable Java: on
- Cached document comparison: every time
- If you use Netscape Communicator version 4.77 and not all the Call Center settings shown in this guide appear in your browser, refresh the browser by clicking the View menu and clicking Reload. If you still cannot view the settings, upgrade your browser.

If you use Microsoft Internet Explorer, set these parameters:

- Check for newer versions: every visit to the page
- Java JIT compiler enabled: on

For more information about these settings, refer to your web browser online Help.

For more information about using CallPilot Manager or Nortel Networks Call Center, refer to the *CallPilot Manager Set Up and Operation Guide* and the *Nortel Networks Call Center Set Up and Operation Guide*.

How to get help

USA and Canada

Authorized Distributors - Technical Support

Telephone:

1-800-4NORTEL (1-800-466-7835)

If you already have a PIN Code, you can enter Express Routing Code (ERC) 196#.

If you do not yet have a PIN Code, or for general questions and first line support, you can enter ERC 338#.

Website:

<http://www.nortelnetworks.com/support>

email:

naitas@nortelnetworks.com

Presales Support (CSAN)

Telephone:

1-800-4NORTEL (1-800-466-7835)

Use Express Routing Code (ERC) 1063#

EMEA (Europe, Middle East, Africa)

Technical Support

Telephone:

00800 800 89009

Fax:

44-191-555-7980

email:

emeahelp@nortelnetworks.com

CALA (Caribbean & Latin America)

Technical Support

Telephone:

1-954-858-7777

email:

csrmgmt@nortelnetworks.com

APAC (Asia Pacific)

Technical Support

Telephone:

+61 388664627

Fax:

+61 388664644

email:

asia_support@nortelnetworks.com

Chapter 2

Setting up Multimedia Call Center

Setting up Multimedia Call Center involves:

- [Creating a user account for Multimedia Call Center](#)
- [Enabling a Software Authorization Code](#)
- [Setting Multimedia Call Center parameters](#)
- [Assigning routing to Multimedia Call Center calls](#)
 - [How Multimedia Call Center calls work with Routing Tables](#)
- [Routing Multimedia Call Center calls using the CLID/DNIS table](#)
- [Assigning a callback route for Multimedia Call Center](#)
- [Configuring outdialing using PRI lines](#)
- [Assigning an outgoing line to a line pool](#)
- [Creating a Multimedia Call Center dial plan](#)
 - [An example of a dial plan that restricts calls based on their country](#)
- [Setting the Maximum Outcalling Channels](#)
- [Configuring the Dialing Translation Table](#)

Creating a user account for Multimedia Call Center

You have the option of creating user accounts that let several people have access to Multimedia Call Center settings. A user account lets users access their information, but not anyone else's. For example, if you have a Web Developer who creates custom web pages for your business, you can create a user account for them. This gives them their own user ID and password that gives them access to certain tasks, for example, downloading and uploading web pages, and viewing web page lists. Another example is ABC Computers has weekly specials and wants to update their information weekly. You can create a user account for ABC Computers that lets anyone who has the user ID update their web pages.

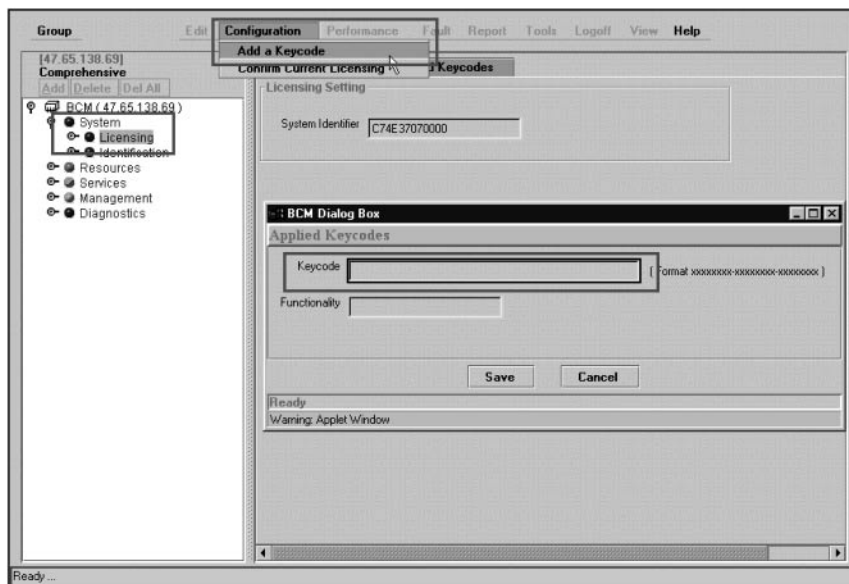
For information on creating user accounts, refer to the *Business Communications Manager Programming Operations Guide*.

Enabling a Software Authorization Code

You enable Multimedia Call Center by enabling the Multimedia Call Center software authorization code on the Business Communications Manager Unified Manager. Before you enable Multimedia Call Center you must have Call Center installed on your system.

To enable the Multimedia Call Center software authorization code

- 1 To log on to Unified Manager, point your web browser to the URL `https://voicebutton.<domain>` where `<domain>` is the domain name of Business Communications Manager system. The Business Communications Manager Unified Manager screen appears.
- 2 Click the **Configure** button.
The Login screen appears.
- 3 In the **User ID** box type your user ID.
- 4 In the **Password** box type your password.
- 5 Click the **Login** button.
The Unified Manager screen appears.
- 6 Click the **System** key.
- 7 Click the **Licensing** heading.
The Licensing Setting screen appears.
- 8 On the **Configuration** menu click **Add a Keycode**.
The Applied Keycodes screen appears.

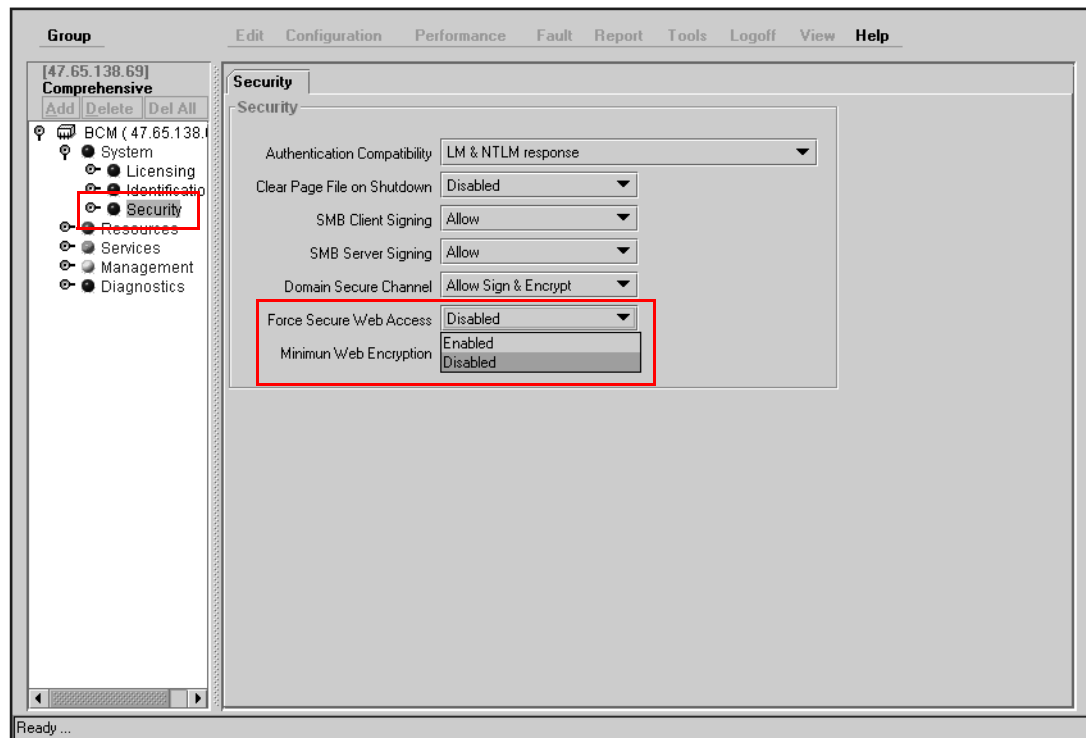


- 9 In the **Keycode** box type the number of the keycode you want to enable.
- 10 Click the **Save** button.
- 11 Do not log off Business Communications Manager.
Go to [“Allowing web access for Multimedia Call Center calls” on page 15.](#)

Allowing web access for Multimedia Call Center calls

You must configure the Business Communications Manager security parameters so that your system allows Multimedia Call Center calls.

- 1 Click the **Security** heading.



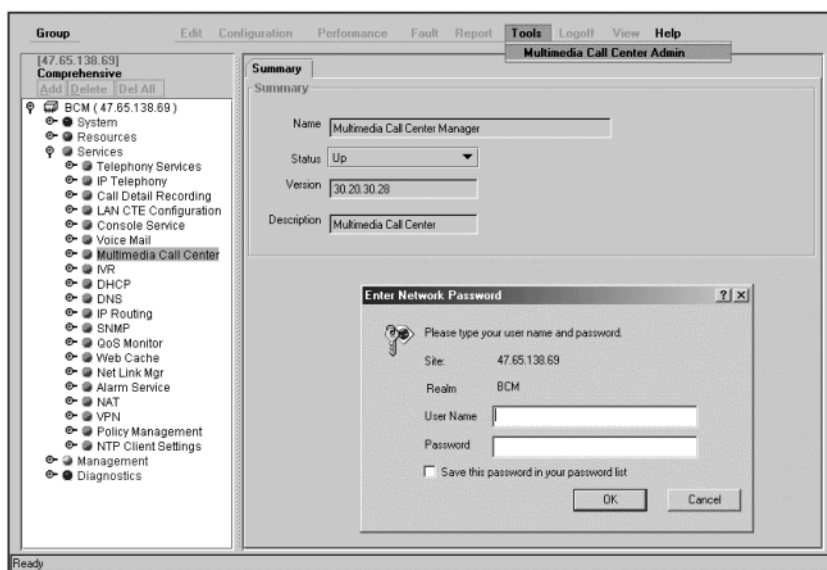
- 2 From the **Force Secure Web Access** list box select **Disabled**.
A message appears that you must reboot.
- 3 Click the **OK** button and log off.
- 4 Go to [“Setting Multimedia Call Center parameters” on page 16](#).

Setting Multimedia Call Center parameters

You must set the system name, public host name, signature, and how long the log files are kept.

To set Multimedia Call Center parameters

- 1 Log on to Unified Manager.
- 2 Click the **Services** key.
- 3 Click the **Multimedia Call Center** heading.
The Summary screen appears.
- 4 On the **Tools** menu click **Multimedia Call Center Admin**.
The Enter Network Password dialog box appears.



- 5 In the **User Name** box type your user name.
- 6 In the **Password** box type your password.

- 7 Click the **OK** button.
The System Administration page appears.

Other Administrative Functions

View system parameters.

View Params

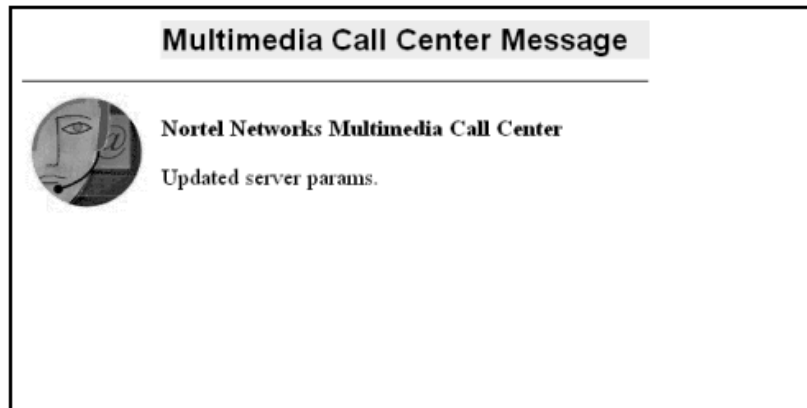
Examine system log files.

Examine Logs

- 8 Under the **Other Administrative Functions** heading, click the **View Params** button.
The System Parameters page appears.

- 9 In the **System name** box type the host name of your Business Communications system.
- 10 In the **Public host name** box type the appropriate public host name for your system. Ask your network administrator how your system is set up.
- If you have no firewall, or you use Business Communications Manager as the firewall, enter the external IP address of your Business Communications Manager system.
 - If you use a dedicated firewall/proxy server, enter its external IP address.

- 11 In the **Signature** box enter the signature you want to use. The signature is a tag that appears on Unified Manager pages for Multimedia Call Center. The default signature is Nortel Networks Multimedia Call Center. You can change the signature.
- 12 From the **Keep log files for** list box, select how long you want to keep log files. The default is 20 days.
- 13 Click the **Update Params** button.
A message appears that the parameters are updated.



- 14 Do not log off Business Communications Manager.
Go to [“Assigning routing to Multimedia Call Center calls”](#) on page 19.

Assigning routing to Multimedia Call Center calls

You must assign how Multimedia Call Center calls are routed. The standard method of assigning call routing is to specify the initial skillset in the web link that is used to initiate the call. See the *Multimedia Call Center Web Developer Guide* for details. You specify the skillsets to be used to the web developer, who includes this information on the customized web pages for your company.

If you use Professional Call Center, you can also use the callback number information for a Multimedia Call Center Call, to move the call to another skillset or change the call's priority within the skillset. The callback number is processed by the CLID column.



Note: The skillset defined in the HTML tag is used unless there is an overriding rule in the CLID/DNIS table.

How Multimedia Call Center calls work with Routing Tables

When you set up your Call Center, you create Day and Night Routing Tables for each skillset. To route Multimedia Call Center calls effectively, you must understand how routing steps affect Multimedia Call Center calls. For example, you can set up the Night Routing Table so that when your Call Center is closed, Multimedia Call Center calls will transfer to a mailbox or another number.

Before a Multimedia Call Center call is connected to an agent, these Intelligent Overflow actions disconnect the call in the caller's browser and display a message to the caller:

- transfer to Skillset mailbox
- transfer to external or internal DN
- transfer to Automated Attendant
- transfer to Operator

Before a Multimedia Call Center call is connected to an agent, these actions route the call as expected:

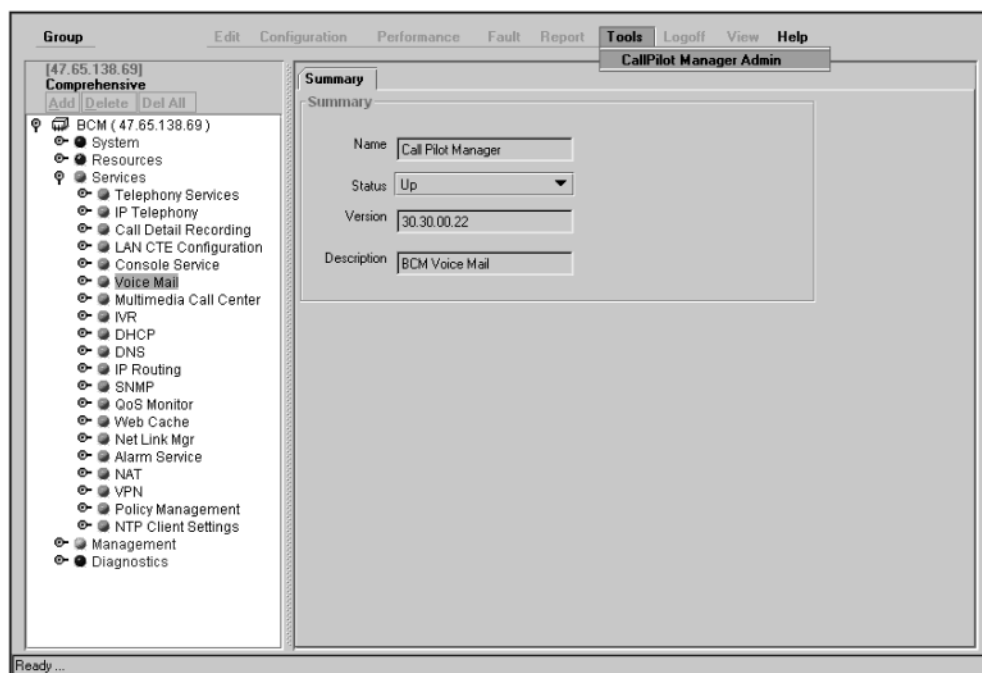
- Overflow to other skillsets
- Move to another skillset
- Change priority of call

For information about setting up Day and Night Routing Tables, refer to the *Nortel Networks Call Center Set Up and Operation Guide*.

Routing Multimedia Call Center calls using the CLID/DNIS table

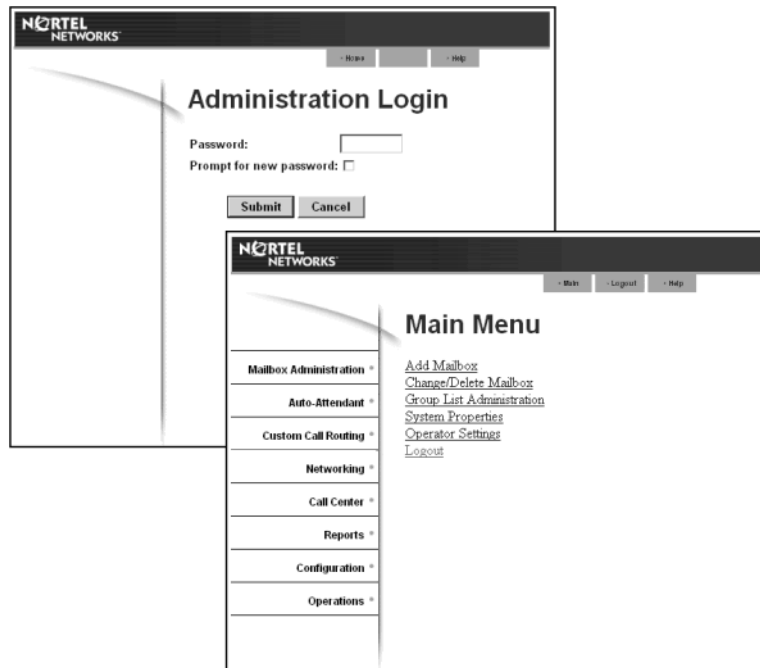
If you do not want to use a CLID/DNIS table, continue with [“Assigning a callback route for Multimedia Call Center” on page 24.](#)

- 1 On the Unified Manager, click the **Services** key.
- 2 Click the **Voice Mail** heading.
The Summary screen appears.
- 3 On the **Tools** menu click **CallPilot Manager Admin**.
The Administration Login screen appears.

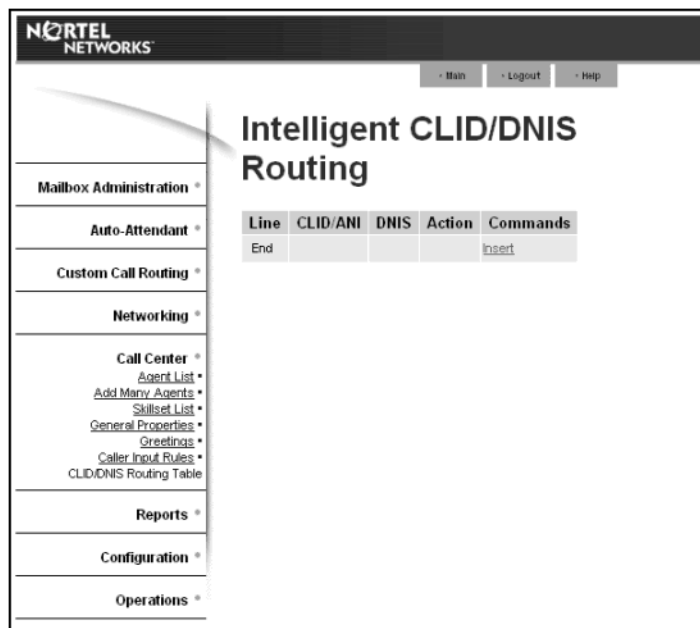


- 4 In the **Password** box type your system administrator password.

- 5 Click the **Submit** button.
The CallPilot Manager screen appears.



- 6 Click the **Call Center** heading.
7 Click the **CLID/DNIS Routing Table** link.
The Intelligent CLID/DNIS Routing page appears.



- 8 Click the **Insert** link to assign how Multimedia Call Center calls are routed. The CLID/DNIS Setup page appears.

- 9 Select how you want Multimedia Call Center calls to be routed:
- If you want Intelligent CLID/DNIS routing to apply to Multimedia Call Center calls, select the **Voice Button** check box and do not enter information in the Line or DNIS boxes.
 - Select the action and call priority.
 - Click the **Submit** button.

The Intelligent CLID/DNIS Routing page appears.
The routing rule you created appears in this table.

The CLID/DNIS Routing table below shows three examples of Multimedia Call Center rules.

Line	CLID/ANI	DNIS	Action	Commands
-	4021		Skillset 1	Insert Change Delete
Voice Button	4033		Skillset 2, Priority 18	Insert Change Delete
Voice Button	4053		Priority 8	Insert Change Delete
Voice Button *			Skillset 2, Priority 4	Insert Change Delete
End				Insert

- In the first Multimedia Call Center rule, Multimedia Call Center calls with a CLID or ANI of 4033 are routed to skillset 2 and given a priority of 18.
- In the second Multimedia Call Center rule, Multimedia Call Center calls with a CLID or ANI of 4053 change to a priority 8.
- In the third Multimedia Call Center rule, Multimedia Call Center calls that do not match the other rules shown in this table are routed to skillset 2 and given a priority of 4.
You can use the wildcard character (*) for Multimedia Call Center rules. For example, if you want to program all Multimedia Call Center calls from a specific area code such as 403 to have a high priority and go to skillset 1, select Voice Button, enter 403* and select priority 1 and skillset 1.

10 Do not log off CallPilot Manager.

Go to [“Assigning a callback route for Multimedia Call Center” on page 24](#) and assign a callback route.

Assigning a callback route for Multimedia Call Center

A callback route must be set up for Call Center to connect to the caller's phone. You can program the callback route on a per skillset basis by programming the skillset mailbox, or on a system-wide basis by using the system administration mailbox. The callback route is determined as follows:

- If you program a skillset to have a callback route associated with it, Multimedia Call Center uses the callback route that you have programmed.
- If you do not program a skillset to have a callback route, but you program the system administration mailbox to have a callback route associated with it, Multimedia Call Center uses the callback route that you have programmed.
- If you do not program a skillset or the system administrator mailbox to have a callback route, Multimedia Call Center uses Pool A.

To assign a callback route for a skillset or the System Administrator mailbox

- 1 On CallPilot Manager, click the **Mailbox Administration** heading. The Mailbox List page appears.
- 2 Click the **Change** link for the mailbox that you want to assign a callback route to, either the system administrator mailbox or the skillset mailbox.

The screenshot shows two overlapping web pages from the Nortel Networks CallPilot Manager. The top page is the 'Mailbox List' page, which contains a table of mailboxes. The bottom page is the 'Administrator Mailbox 102' configuration page, which shows fields for mailbox settings.

Mailbox List

Name	Number	Type	Commands
GENERAL_DELIVERY_MB	100	General Delivery	Change Activity Reset Password
SYSTEM_MANAGER_MB	102	Administrator	Change Activity Reset Password

Administrator Mailbox 102

Extension:

Last Name:

First Name:

Class of Service:

Display In Directory: ☒

Enable Message Waiting: ☒

Spoken Name: Not Recorded

Outdial Type: (Line/Pool #)

Alternate Ext 1:

Alternate Ext 2:

Enable Call Screening: ☐

Express Messaging Line:

- 3 Select an Outdial Type.
If you are not sure of which outdial type to select, ask your System Administrator.

- If you select Pool, enter a number between 1 (for Pool A) and 15 (for Pool O). Make sure that this Pool has lines assigned to it. Refer to [“Assigning an outgoing line to a line pool” on page 30](#).
- If your system uses PRI lines for outdialing, select Route as the outdial type. Ask your System Administrator what the PRI routing code is.

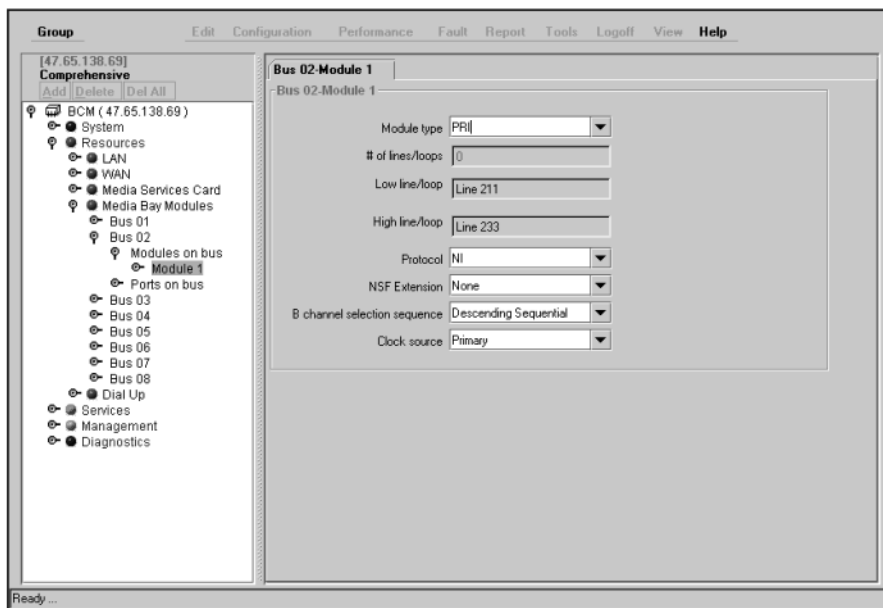
If you use PRI lines, you must also:

- a** make sure the routing table is set up correctly.
Refer to [“Configuring outdialing using PRI lines” on page 26](#).
 - b** create whatever calling restrictions you need, including the routing code.
Refer to [“Creating a Multimedia Call Center dial plan” on page 32](#).
 - c** configure the Dialing Translation Table.
Refer to [“Configuring the Dialing Translation Table” on page 36](#).
- 4** Do not log off.
If you use PRI lines, go to [“Assigning an outgoing line to a line pool” on page 30](#).
If you use a line pool, go to [“Configuring outdialing using PRI lines” on page 26](#).

Configuring outdialing using PRI lines

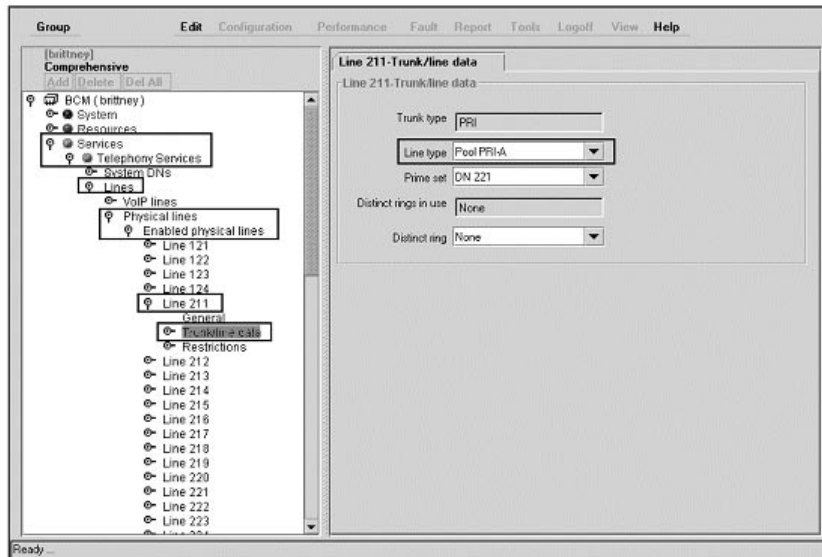
If you use Primary Rate Interface (PRI) lines, you must configure the outdialing for your Call Center. If you don't, go to [“Assigning an outgoing line to a line pool” on page 30](#).

- 1 On Unified Manager, click the **Resources** key and click the **Media Bay Modules** key.
- 2 Click the **Bus** key for the module number of your PRI Media Bay Module.
Ask your System Administrator or Installer for the module number of your PRI Media Bay Module. For information about dipswitch configuration refer to the *Business Communications Manager Installation and Maintenance Guide*.
- 3 Click the **Modules on Bus** key and click the **Module 1** heading.

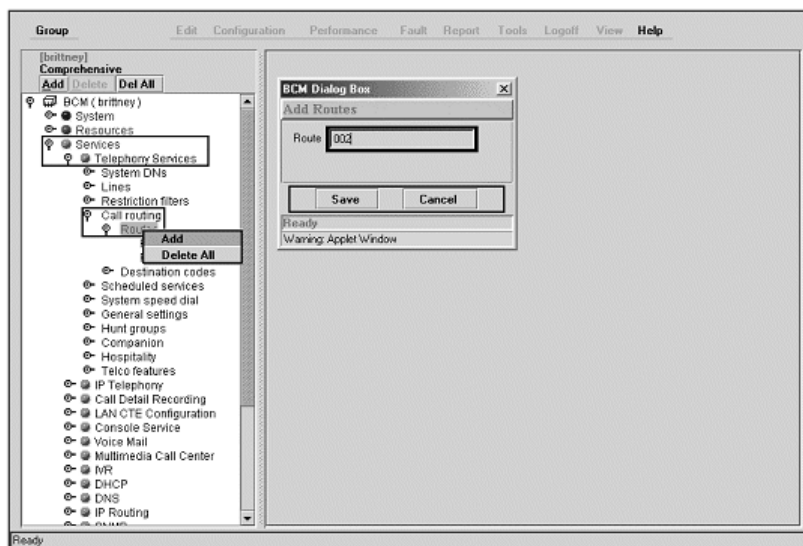


- 4 Record the **Low line/loop** assignment that is shown. You will need this for step 7. Make sure that the protocol is set to be compatible with your PRI service provider.
- 5 On the **Configuration** menu click **Disable**, and then click **Enable**.
- 6 Click the **Services** key, click the **Telephony Services** key, click the **Lines** key, click the **Physical lines** key, click the **All physical lines** key and click the key for the Low line/loop number that you recorded in step 4, (in this example Line 211).

- 7 Click the **Trunk/line data** heading.
Verify that the line type is a PRI Pool.
Record the Pool letter. You need this for the “Use Pool” value in the routing table.

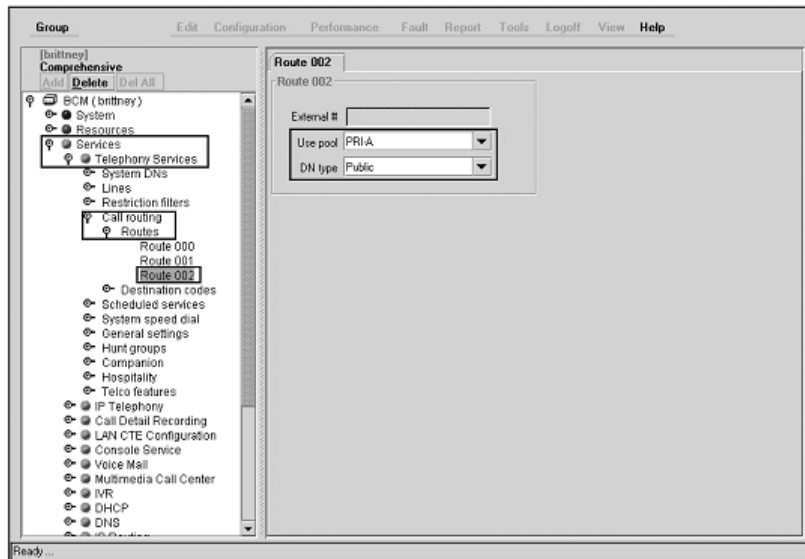


- 8 Scroll down to the **Call routing** key and click it. Click the **Routes** heading and click the **Add** button.
The BCM Dialog Box appears.

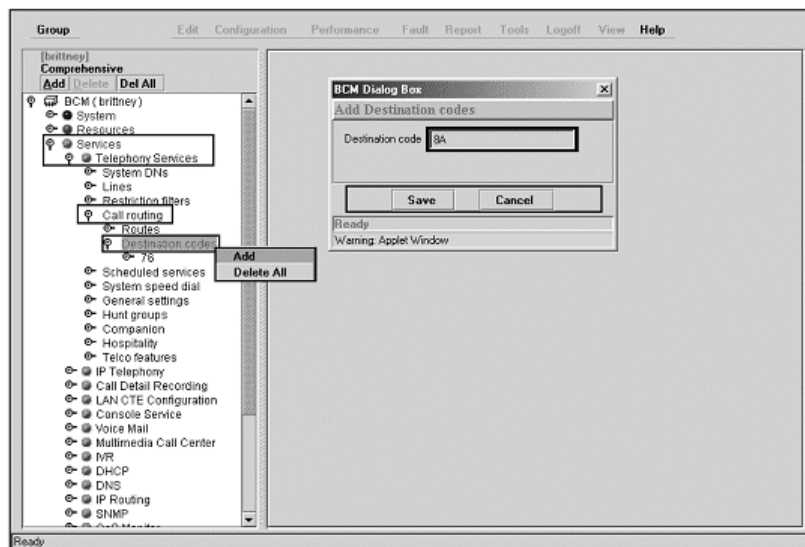


- 9 In the **Route** box, type a route number. In this example route 002 is shown.
- 10 Click the **Save** button.

- 11 Click the **Routes** key and select Route you created.
From the **Use pool** list box select **Pool PRI-A**.
From the **DN type** list box select **Public**.

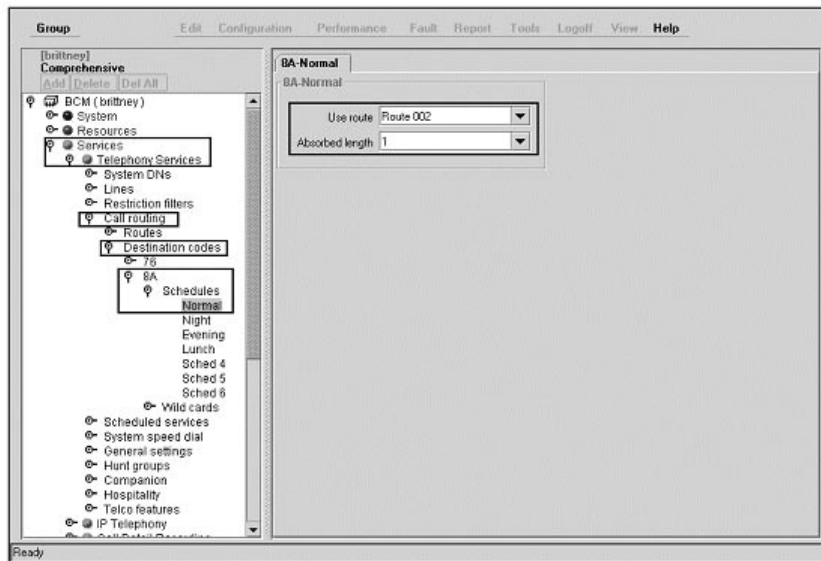


- 12 To configure destination codes, click the **Destination codes** heading and click the **Add** button.
The BCM Dialog box appears.

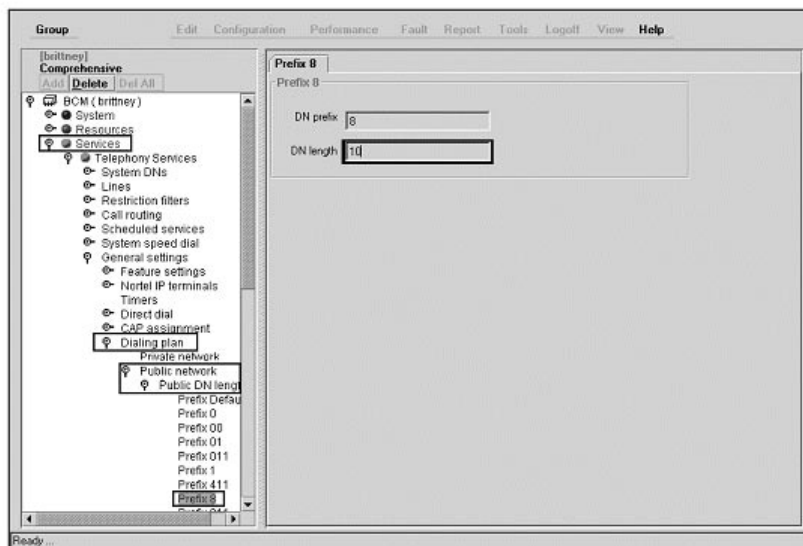


- 13 In the **Destination code** box type the destination code you want to use.
In this example 8A is shown. (A represents *any*). This means that any dialed number that starts with 8 uses PRI-A, that is, routing code 8 uses Pool PRI-A.
- 14 Click the **Destination Codes** key and click the key for the destination code you created. Click the **Schedules** key and click the **Normal** heading.
- 15 In the **Use route** box change the route number to 002.

- 16** Configure the absorb length. From the **Absorb length** list box select an absorb length. Set the absorb length so that the routing code is not actually dialed. In this example, 8A is the destination code, with an absorb length of 1. This means that the 8 is absorbed, and only the digits after it are dialed out on the PRI line.



- 17** Now configure the public DN length. This is the length of digits after the prefix that agents can dial. Click the **General settings** key, click the **Dialing plan** key, click the **Public Network** key, click the **Public DN lengths** key and from the list select the prefix that selects PRI for outdialing. In this example the prefix is the number 8 and the DN length is 10 digits.



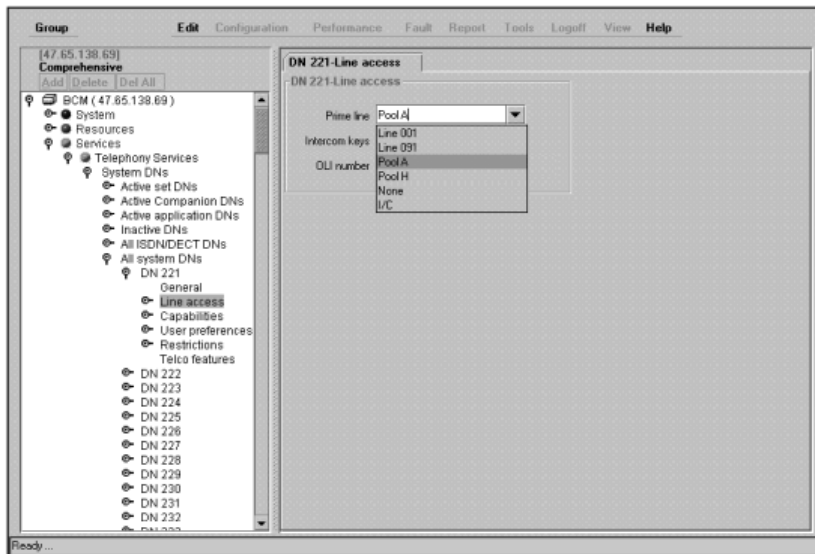
- 18** Log off Unified Manager.
Do not Assign an outgoing line to a line pool.
Go to [“Creating a Multimedia Call Center dial plan”](#) on page 32.

Assigning an outgoing line to a line pool

You must assign an outgoing line to a line pool so that Multimedia Call Center accepts callback calls. In this example, a line is assigned to Pool A. You do not need to do this procedure if you use PRI lines.

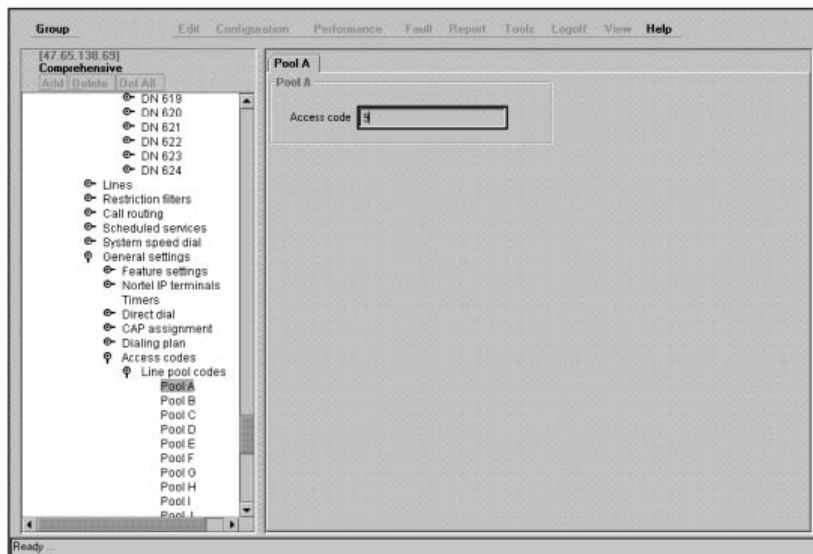
To assign an outgoing line to a line pool

- 1 On a telset, enter Feature 985 to display the Voicemail DN.
- 2 On the Unified Manager screen, click the **Services** key.
- 3 Click the **Telephony Services** key.
- 4 Click the **System DNs** key.
- 5 Click the **All System DNs** key.
- 6 Click the key for the Voicemail DN.
- 7 Click the **Line access** heading.
- 8 From the **Prime Line** list box select **Pool A**.



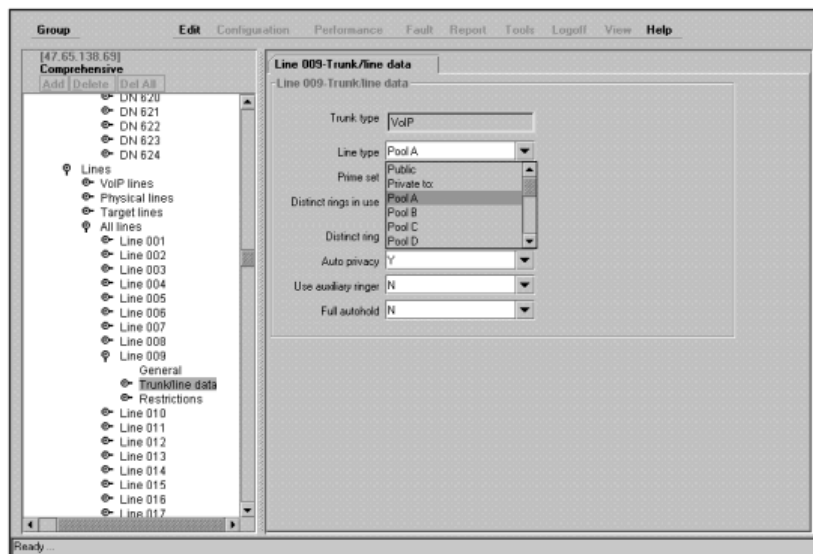
- 9 Click the **General Settings** key.
- 10 Click the **Access Codes** key.
- 11 Click the **Line pool codes** key.
- 12 Click the **Pool A** heading.
The Pool A screen appears.

13 Make sure that Access code is set to **9**.



14 Click the **Lines** key and click the key for the number of the line you want to use for outdialing.

15 Click the **Trunk/line data** heading.



16 In the **Line type** list box make sure that **Pool A** is selected.

Do not log off. Go to [“Creating a Multimedia Call Center dial plan” on page 32.](#)

Creating a Multimedia Call Center dial plan

You can create a callback dial plan that restricts Multimedia Call Center from calling certain numbers. When you create a dial plan you add restrictions to the DNs that Business Communications Manager uses for callback. This limits where MMCC will accept calls from, for example you can create a restriction that limits calls to local calls from your service area.

You can add restrictions to skillset and the Voicemail DNs. You can display DNs by entering Feature 985 on a set.



Note: If you add a restriction to the Voicemail DN you also restrict all outcalling calls, including external transfers from CCR Trees, Off-premise Message Notification and Outbound Transfers.

An example of a dial plan that restricts calls based on their country

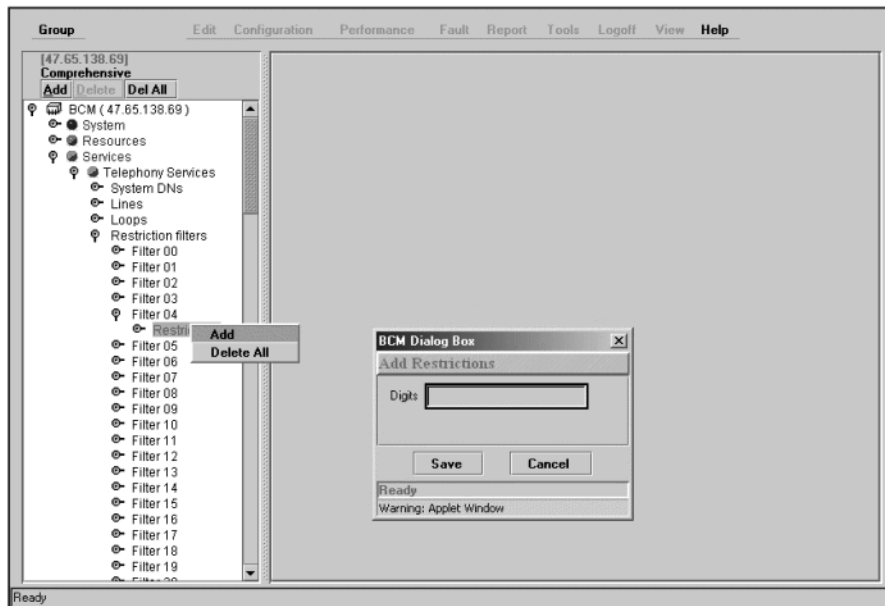
Bridgestone computers sells computers in the United States and Canada, and has different information for prices and shipping depending on the country.

The Call Center administrator sets up restrictions for the U.S. and Canada skillsets. When a caller in the U.S. clicks the voice button and enters their phone number, the restrictions for the US skillset recognize the caller's U.S. area code, and calls back telephone numbers within the US.

To add a restriction to the Business Communications Manager system

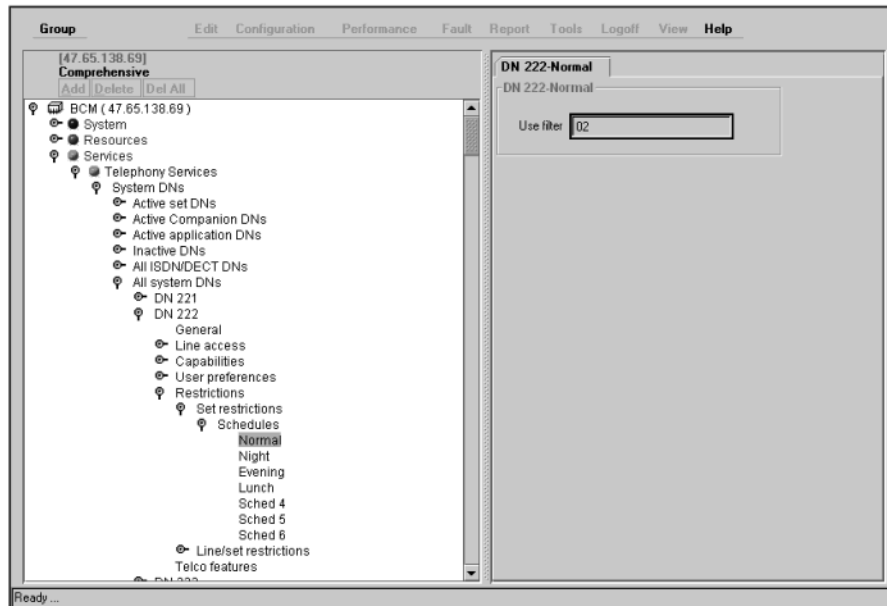
- 1 Click the **Services** key.
- 2 Click the **Telephony Services** key.
- 3 Click the **Restriction filters** key.
- 4 Click the key for the filter you want to add a restriction to.

- 5 Right-click the **Restrictions** heading and click **Add**.
The Add Restrictions dialog box appears.



- 6 In the **Digits** box, type the digits you want to restrict.
If your outdial type is Route, enter the routing code before you add the digits you want to restrict. For example, if your routing code is 8 and you want to restrict numbers that begin with 403, enter 8403.
- 7 Click the **Save** button.
- 8 Click the **Services** key.
- 9 Click the **Telephony Services** key.
- 10 Click the **System DNs** key.
- 11 Click the **All system DNs** key.
- 12 Click the key for the Voice Mail DN or the DN of the skillset you want to add a restriction to.
- 13 Click the **Restrictions** key.
- 14 Click the **Set Restrictions** key.
- 15 Click the **Schedules** key.

16 Click the **Normal** heading.



- 17 In the **Use filter** box type the filter number. The default restriction filter is 00.
For more information on programming dialing plans and filters refer to the “Configuring Business Communications Manager Services” section of the *Business Communications Manager Programming Operations Guide*.
- 18 Do not log off. Go to [“Setting the Maximum Outcalling Channels”](#) on page 35.

Setting the Maximum Outcalling Channels

When you install Multimedia Call Center on your system, set the Maximum Outcalling Channels to a value higher than 1. The default number of voice channels assigned for outcalling is 1. Also, to ensure that the Outcalling Channels do not consume all the available voice channels, set the Outcalling Channels to a number lower than the minimum number of voice ports. For information on how to change the minimum number of voice ports refer to the MSC Configuration chapter of the *Business Communications Manager Programming Operations Guide*.

If you do not set the Maximum Outcalling Channels to higher than one, callers see the “[Lines busy message](#)” on page 54.

- 1 On CallPilot Manager, click the **Configuration** heading.
- 2 Click the **System Properties** link.
The System Properties page appears.

The screenshot shows the Nortel Networks Configuration interface. On the left is a navigation menu with categories: Mailbox Administration, Auto-Attendant, Custom Call Routing, Networking, Call Center, Reports, Configuration, Dialing Translation Properties, Switch Properties, Access Passwords, Fax Properties, and Operations. The main area is titled 'Configuration' and says 'Please choose a configuration option.' A 'System Properties' dialog box is open, displaying various settings. The 'Max Outcalling Channels' is set to 2. Other settings include Voice Mail Version (4.8.40), Enable Voice Mail (checked), Enable Group List (checked), Group List Leading Digit (9), Enable External Initialization (unchecked), Make Directory Available (checked), Enable General Delivery Mailbox (checked), Enable Redirect DN (unchecked), Enable Bilingual (unchecked), Primary Language (English (North American)), Alternate Language (English (North American)), Canadian Pronunciation (unchecked), Directory Search By (Last Name), Enable CallPilot User Interface (checked), Name Prefix (11), Special Prefix (19), and Primary UI Style (NVM). At the bottom of the dialog are 'Submit' and 'Cancel' buttons.

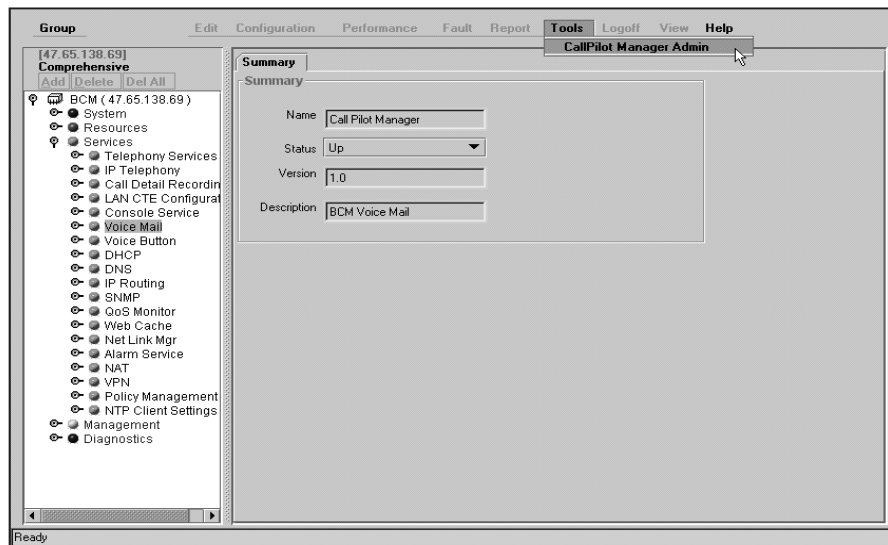
System Properties	
Voice Mail Version:	4.8.40
Max Outcalling Channels:	2
Enable Voice Mail:	<input checked="" type="checkbox"/>
Enable Group List:	<input checked="" type="checkbox"/>
Group List Leading Digit:	9
Enable External Initialization:	<input type="checkbox"/>
Make Directory Available:	<input checked="" type="checkbox"/>
Enable General Delivery Mailbox:	<input checked="" type="checkbox"/>
Enable Redirect DN:	<input type="checkbox"/>
Enable Bilingual:	<input type="checkbox"/>
Primary Language:	English (North American)
Alternate Language:	English (North American)
Canadian Pronunciation:	<input type="checkbox"/> (for North American English only)
Directory Search By:	Last Name
Enable CallPilot User Interface:	<input checked="" type="checkbox"/>
Name Prefix:	11
Special Prefix:	19
Primary UI Style:	NVM

- 3 In the **Max Outcalling Channels** box type a value higher than 1.
- 4 Click the **Submit** button.
- 5 You can log off CallPilot Manager and return to Unified Manager. Do not log off Unified Manager. Go to “[Configuring the Dialing Translation Table](#)” on page 36.

Configuring the Dialing Translation Table

If your outdialing type is route, configure the Dialing Translation Table to add your routing prefix to the callback numbers.

- 1 Click the **Services** key and click the **Voice Mail** heading.
The CallPilot Manager screen appears.
- 2 On the **Tools** menu click **Call Pilot Manager Admin**.
The CallPilot Manager Administration Login page appears.



- 3 In the **Password** box enter the CallPilot Manager password and click the **Submit** button.
- 4 Set up Dialing Translation Tables so that when Call Center dials a callback number, it first dials the routing code to access the PRI pool. Call Center can use callers' phone numbers as entered.
Click the **Configuration** heading and click the **Dialing Translation Table** link.
The Dialing Translation Table page appears.

- 5 Click the **Add** button.
The Dialing Translation Setup page appears.

The screenshot shows the Nortel Networks Configuration interface. On the left is a navigation menu with categories: Mailbox Administration, Auto-Attendant, Custom Call Routing, Networking, Call Center, Reports, Configuration (with sub-items: System Properties, Dialing Translation Properties, Dialing Translation Table, Switch Properties, Access Passwords, Fax Properties), and Operations. The main area is titled 'Configuration' and says 'Please choose a configuration option.' Overlaid on this are two windows. The first, 'Dialing Translation Table', shows a table with headers 'Input Value', 'Output Value', and 'Commands', and an 'Add' button. The second, 'Dialing Translation Setup', is a form with 'Input Value:' and 'Output Value:' text boxes, and 'Submit' and 'Cancel' buttons.

Input Value	Output Value	Commands
		<input type="button" value="Add"/>

Dialing Translation Setup

Input Value:

Output Value:

- 6 In the **Input Value** box enter the number you want to translate.
In the **Output Value** box enter what you want to translate the number to.
In this example, the number 4 is translated to 84. This means that when a Multimedia Call Center callers enters a number that starts with 4, Call Center automatically adds the prefix 8.
- 7 Click the **Submit** button.

Chapter 3

Multimedia Call Center agents

Setting up Multimedia Call Center agents involves:

- [Enabling Multimedia Call Center agents](#)
- [Adding Multimedia Call Center agents to Call Center](#)
- [Adding more than one agent](#)
- [Installing Multimedia Call Center software on an agent's computer](#)
- [Configuring an agent's server settings](#)
- [Configuring an agent's name](#)

Enabling Multimedia Call Center agents

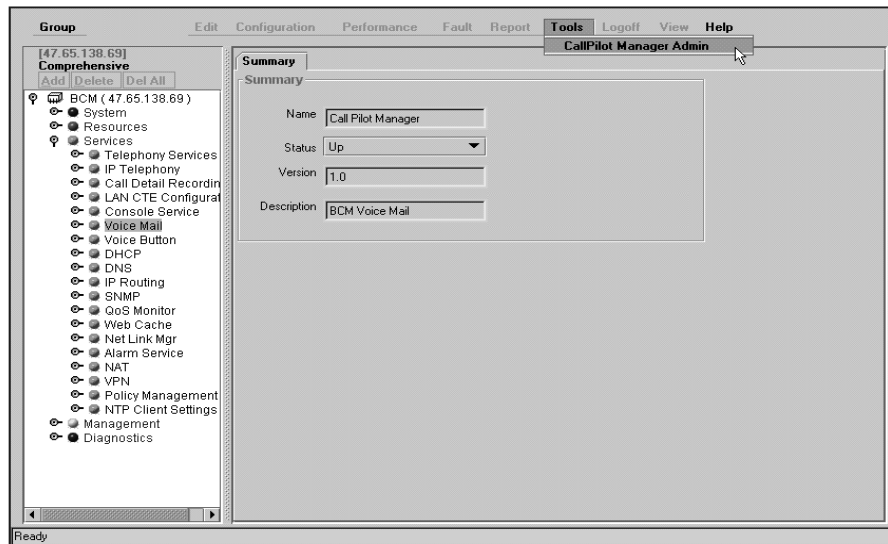
With the Nortel Networks Multimedia Call Center Software Authorization Code you can enable all your Call Center agents as Multimedia Call Center agents. If you need more agents, you can purchase additional agent Software Authorization Codes that enable an additional 1, 4, 8, 16 or 32 agents.

To enable Multimedia Call Center agents

- 1 Follow the steps in [“Enabling a Software Authorization Code” on page 14](#) to apply the Call Center Agent Software Authorization Code for the number of agents you want to enable.
- 2 Do not log off Business Communications Manager.
Follow the steps in [“Adding Multimedia Call Center agents to Call Center” on page 40](#) to add Multimedia Call Center agents to Call Center.

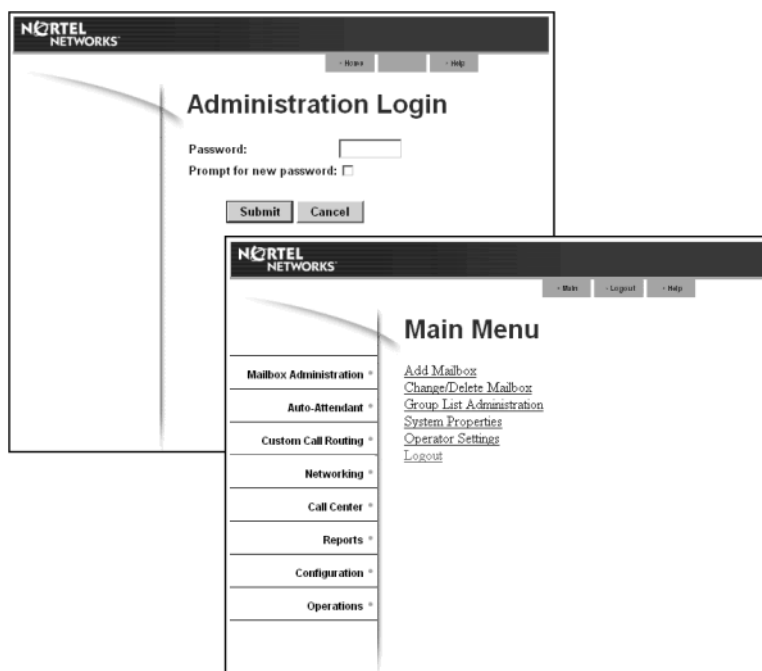
Adding Multimedia Call Center agents to Call Center

- 1 On the Unified Manager, click the **Services** key.
- 2 Click the **Voice Mail** heading.
The Voice Mail screen appears.
- 3 On the **Tools** menu click **CallPilot Manager Admin**.
The Administration Login screen appears.

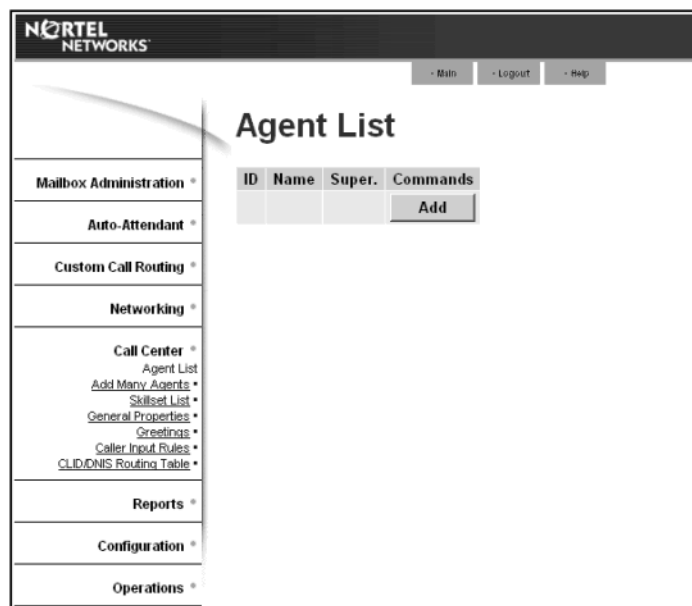


- 4 In the **Password** box type the system administrator password.

- 5 Click the **Submit** button.
The CallPilot Manager Main page appears.

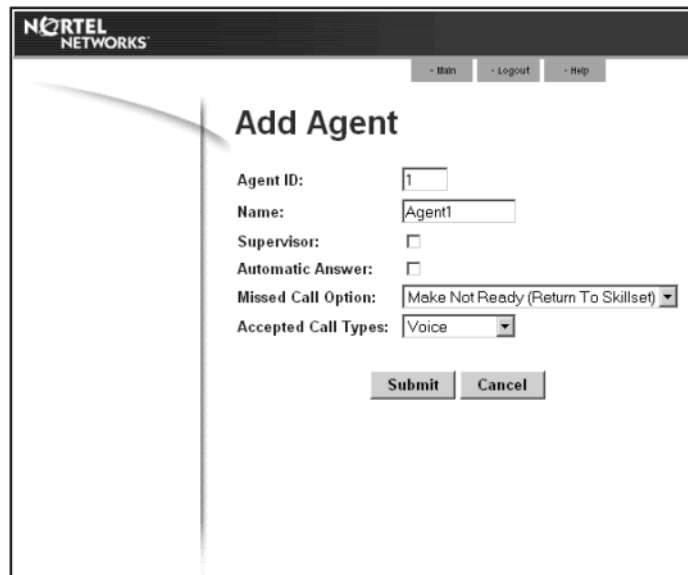


- 6 Click the **Call Center** heading.
7 Click the **Agent List** link.
The Agent List page appears.



- 8 Add a new Multimedia Call Center agent to the Call Center or change a Call Center agent's settings:

- If the agent has been added to Call Center and you want to enable them as a Multimedia Call Center agent, click the **Change** link for the agent.
The Change Agent page appears.
- If the agent has not been added to Call Center and you want to add a new agent as a Multimedia Call Center agent, click the **Add** button.
The Add Agent page appears.



The screenshot shows the 'Add Agent' page in the Nortel Networks interface. The page has a dark header with the 'NORTEL NETWORKS' logo and navigation links for 'Main', 'Logout', and 'Help'. The main content area is titled 'Add Agent' and contains several input fields: 'Agent ID' with the value '1', 'Name' with the value 'Agent1', 'Supervisor' with an unchecked checkbox, 'Automatic Answer' with an unchecked checkbox, 'Missed Call Option' with a dropdown menu showing 'Make Not Ready (Return To Skillset)', and 'Accepted Call Types' with a dropdown menu showing 'Voice'. At the bottom of the form are 'Submit' and 'Cancel' buttons.

- 9 From the **Accepted Call Types** list box select whether the agent takes voice button calls or Call Center and voice button calls. See [“Accepted Call Types” on page 44](#) more information.
 - Select **Voice Button** if you want the agent to take voice button calls.
 - Select **Both** if you want the agent to take voice button and Call Center calls.
- 10 Click the **Submit** button.

Adding more than one agent

You can save time by adding more than one agent at a time. When you add multiple agents, the agents have the default agent name and parameters.

To add more than one agent

- 1 Start CallPilot Manager.
- 2 Click the **Call Center** heading.
- 3 Click the **Add Many Agents** link.
The Add Many Agents page appears.

The screenshot shows the 'Add Many Agents' page in the Nortel Networks CallPilot Manager. The page has a dark header with the 'NORTEL NETWORKS' logo and navigation links for 'Main', 'Logout', and 'Help'. The main content area is titled 'Add Many Agents'. It contains the following fields and controls:

- ID Range:** Two text boxes labeled 'From:' and 'To:'. The 'From:' box contains the number '1' and the 'To:' box contains the number '2'.
- Supervisor:** A checkbox that is currently unchecked.
- Automatic Answer:** A checkbox that is currently unchecked.
- Missed Call Option:** A dropdown menu with the selected option being 'Make Not Ready (Return To Skillset)'.
- Accepted Call Types:** A dropdown menu with the selected option being 'Voice'.
- Buttons:** Two buttons at the bottom, 'Submit' and 'Cancel'.

- 4 In the **From** box type the lowest agent ID number of the agents you want to create.
- 5 In the **To** box type the highest agent ID number of the agents you want to create.
The Agent ID numbers you enter must be between 1 and 250.
- 6 Select the **Supervisor** check box if you want the agents to have Supervisor status.
- 7 Select the **Automatic Answer** check box if you want calls to be force-delivered to the agents.
- 8 From the **Missed Call Option** list box select Make Not Ready (Return to Skillset) or Automatic Logout.
- 9 From the **Accepted Call Types** list box select whether the agent takes voice button calls or Call Center and voice button calls. See [“Accepted Call Types” on page 44](#) more information.
 - Select **Voice Button** if you want the agent to take voice button calls.
 - Select **Both** if you want the agent to take voice button and Call Center calls.
- 10 Click the **Submit** button.



Note: Any agents who have an agent ID number that is between the numbers you enter in the From and To boxes are not changed. These agents are not included in the number of agents added.

Accepted Call Types

The Accepted Call Types parameter determines what type of calls are routed to an agent. This parameter also determines whether an agent must log onto a telephone, Multimedia Call Center or both.

This table shows what capabilities agents have depending on their Accepted Call Types and what they are logged on to.

Type of calls you can receive	Are you logged onto a telephone?	Are you logged onto Multimedia Call Center?	Can you have voice calls?	Can you have phone and browser Multimedia Call Center calls?	Can you have browser only Multimedia Call Center calls?
Voice	No	Not permitted	No	---	---
	YES	Not permitted	YES	---	---
Multimedia Call Center	No	No	---	No	No
	No	YES	---	No	YES
	YES	No	---	No	No
	YES	YES	---	YES	YES
Both	No	No	No	No	No
	No	YES	No	No	No
	YES	No	No	No	No
	YES	YES	YES	YES	YES

Installing Multimedia Call Center software on an agent's computer

You must install and configure the Multimedia Call Center software on the computer of each Multimedia Call Center agent.

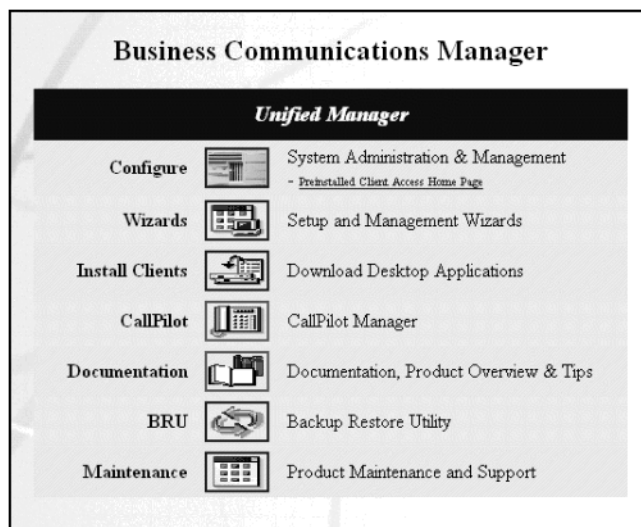
Requirements for agents using Multimedia Call Center

To use Multimedia Call Center, agents must have:

- Internet Explorer 5.5 with SP 2, or a later version of Internet Explorer
- any of these operating systems: Windows 95B, Windows 98SE, Windows NT4 SP5 (or later), Windows 2000, Windows ME or Windows XP
- a Pentium II processor at 233MHz, minimum (Pentium III at 500MHz or higher recommended)
- 64 MB of RAM, minimum (128 MB or higher recommended)
- 30 MB of free hard drive space
- Java runtime version 1.4.0 or later (available from java.sun.com)
- a network card and an Internet connection

To install Multimedia Call Center software on an agent's computer

- 1 On the agent's computer, point the web browser to the URL
<https://voicebutton.<domain>:6800>
 where <domain> is the domain name of Business Communications Manager system.
 The Business Communications Manager Unified Manager screen appears.

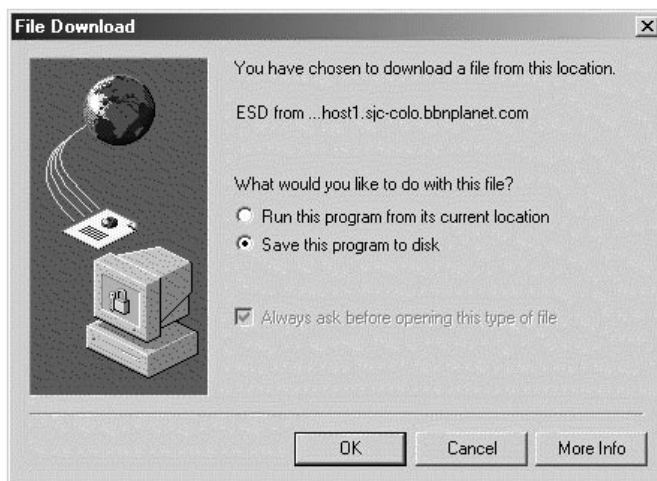


- 2 Click the **Install Clients** button.
 The Download Client Applications page appears.
- 3 In the left frame, under the **Call Center Applications** heading, click the **Multimedia Call Center** link.



Note: You must install Java Runtime Environment (JRE) before you download Multimedia Call Center to the agent's computer.

- 4 Click the **<http://java.sun.com>** link and download Java runtime version 1.4.0 or newer. The File Download dialog box appears.



- 5 Click the **Save this program to disk** option and then click the **OK** button. The Save As dialog box appears.
- 6 Navigate to where you want to download the file to and click the **Save** button.
- 7 Locate the downloaded file and double-click the icon to install Java Runtime Environment.
- 8 On the **Download Desktop Applications** page, click the **Download Multimedia Call Center** button. The File Download dialog box appears.
- 9 Select the option to save the program or run it, and then click the **OK** button. The Save As dialog box appears.
- 10 Navigate to where you want to download the file to and click the **Save** button.
- 11 Locate the downloaded file and double-click it to unzip it and install the Agent Notification software on the agent's computer. We recommend you install the software in C:\Program Files\Nortel Networks\Voice Button Agent Notification.

Configuring Multimedia Call Center on a Windows 95 system

Download this patch for each Multimedia Call Center agent who uses the Windows 95 operating system on their computer. This patch upgrades the agent's WinSock32 to version 4.10.1656.

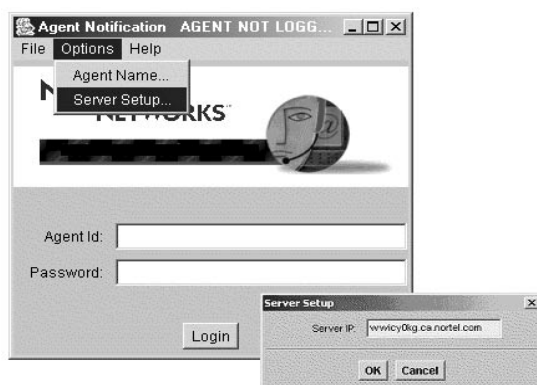
To download the patch

- 1 On the agent's computer point the web browser to the Microsoft website at <http://www.microsoft.com>
- 2 Search for **Windows Socket 2 Update**.
- 3 Download the patch and follow the installation instructions.

Configuring an agent's server settings

To configure an agent's server settings

- 1 To start the Multimedia Call Center software on the agent's computer, click the **Start** button, point to **Programs**, point to **Nortel Networks**, point to **Multimedia Call Center** and click **Agent Notification**.
The Agent Login/Logout dialog box appears.
- 2 On the **Options** menu click **Server Setup**.
The Server Setup dialog box appears.

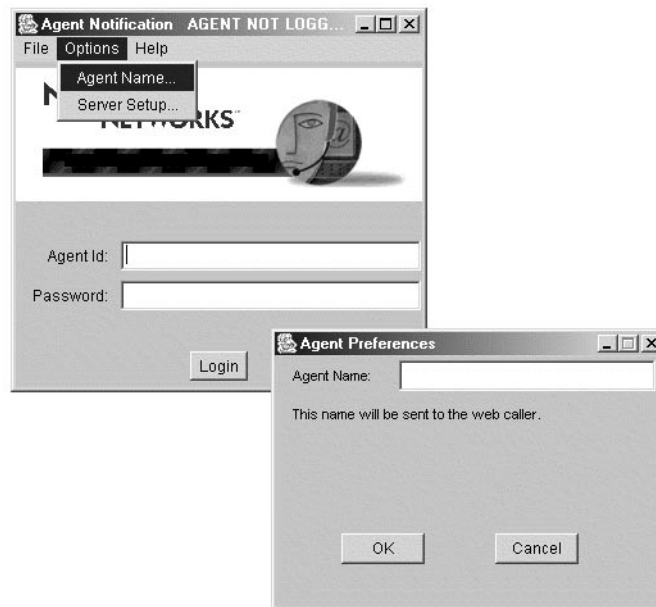


- 3 In the **Server IP** box type the IP address of the Business Communications Manager.
- 4 Click the **OK** button.

Configuring an agent's name

Either you or the agent can enter the agent name that is displayed to callers.

- 1 To start the Multimedia Call Center software on the agent's computer, click the **Start** button, point to **Programs**, point to **Nortel Networks**, point to **Multimedia Call Center** and click **Agent Notification**.
The Agent Login/Logout dialog box appears.
- 2 On the **Options** menu click **Agent Name**.
The Agent Preferences dialog box appears.



- 3 In the **Agent Name** box type the agent name that will be displayed to callers.
- 4 Click the **OK** button.

Using Follow-me browsing

Follow-me browsing does not work with embedded Flash animations. If an agent clicks a Flash button, the image that is sent to the agent is not displayed to the caller.

Tell agents that if the page they are sending to the caller contains Flash animations, they must tell the caller to display the page by, for example, clicking the Next button, or telling them what to click on the page to display the next page.

Chapter 4

Multimedia Call Center messages

Multimedia Call Center messages are messages that are sent from a business' web site to callers, who are customers, contacts, or surfers that have contacted the business.

These messages assist customers in making contact with the business, give customers choices in the type of media they use to contact the business, and provide updates about the progress of their call.

You or your web developer can:

- customize the default Multimedia Call Center message templates
- create lists of web pages that Multimedia Call Center agents push to callers
- create interfaces, which are sets of web pages specific to topics, such as sales and service department, or languages, such as French, Spanish and German

For information about:

- default Multimedia Call Center messages see:
 - [“Call setup messages” on page 50](#)
 - [“Status and error messages” on page 52](#)
 - [“Web refresh message” on page 56](#)
- downloading message templates see [“Downloading web pages and viewing web page lists” on page 58](#)
- customizing messages see [“Customizing web pages” on page 61](#)
- uploading web pages see [“Uploading or deleting web pages” on page 62](#)
- creating and distributing lists of web pages see [“Creating and distributing web page lists” on page 64](#)
- creating custom interfaces refer to the *Multimedia Call Center Web Developer Guide*

Call setup messages


“Call setup page” on page 50 shows the interface for initiating a multimedia call.

“Preferences page” on page 51 shows the interface callers can change their preferences from.

Call setup page

Callers see this form when they click the Multimedia Call Center icon on a web page. Subsequent callers see this page if the voicebutton icon or Multimedia Call Center link includes the do_setup=on parameter. For information about the do_setup=on parameter refer to “Call preferences - the setup command” in the *Multimedia Call Center Web Developer Guide*.

Multimedia Call Center Preferences and Connection



Multimedia Call Center connects you to an agent when one becomes available.

This page sets your connection preferences and lets you connect.

The next time you click on the **Multimedia Call Center** link, these preferences will be used. Bookmark this page to change your settings in the future.

1

Please complete the following information:

Full Name: (required)

2

How would you like to connect? Please select one:

☒ **By Phone and Browser:** (Voice connection and Text Chat with an agent.)

a Enter your phone number, including area code:

If you have a separate free phone line, you can receive the Voice portion of the session while conducting the Browser portion of the session over your Internet connection.

b Click the "Connect" button. *Note: there are no long distance charges.*

☐ **By Browser Only:** (Text Chat with an agent.)

a Click the "Connect" button.

If you only wish to connect via text chat.

3


When you are ready, click "Connect":

CallSetup.html

Preferences page

Callers see this HTML form if they click the preferences link. Callers can click the preferences link from the applet interface or a web page.

Multimedia Call Center Preferences



Multimedia Call Center connects you to an agent when one becomes available.

This page sets your connection preferences.

The next time you click on the **Multimedia Call Center** link, these preferences will be used. Bookmark this page to change your settings in the future.

1

Confirm or modify the following information:

Full Name: (required)

Email Address: (optional)

2

How would you like to connect? Please select one:

c By Phone and Browser:

a Enter your phone number, including area code:

b Click the "Update Multimedia Call Center preferences" button.

(Voice connection *and* Text Chat with an agent.)

If you have a separate free phone line, you can receive the Voice portion of the session while conducting the Browser portion of the session over your Internet connection.

Note: there are no long distance charges.

c By Browser Only:

a Click the "Update Multimedia Call Center preferences" button.

(Text Chat with an agent.)

If you only wish to connect via text chat.

3

To update your preferences, click the button:

Update Multimedia Call Center preferences

Preferences.html

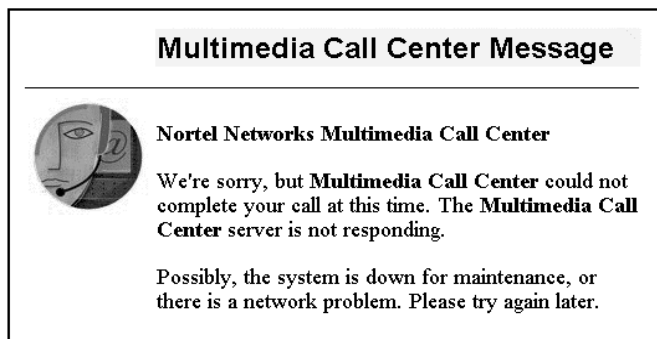
Multimedia Call Center Set Up and Operation Guide

Status and error messages

During a call, a caller can see one or more of these status and error messages. Multimedia Call Center displays these messages by creating an instance of the HTML template file called MSG.html.

Multimedia Call Center unavailable message

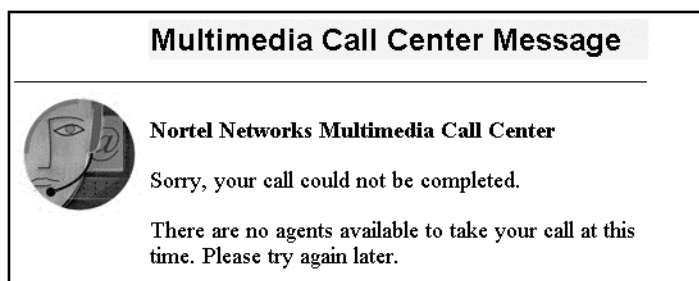
Callers see this message if they click the voice button while Business Communications Manager is not operational.



MSG.html

No agents logged on message

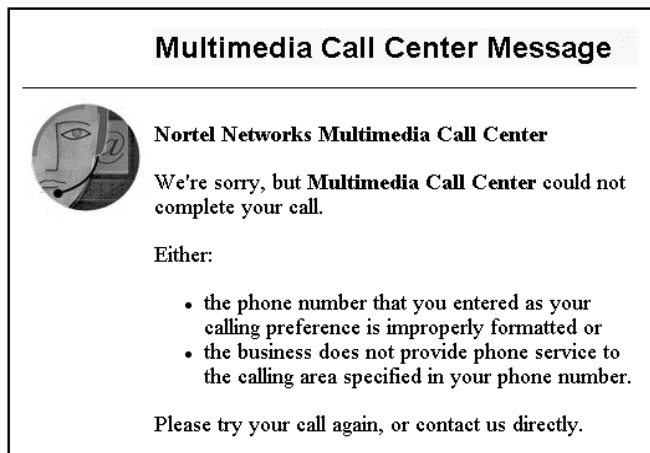
Callers see this message if there are no Multimedia Call Center agents logged on.



MSG.html

Bad calling preferences message

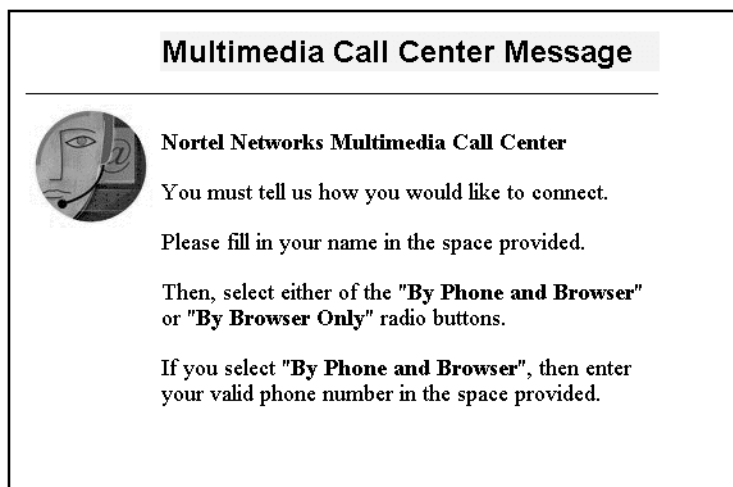
Callers see this message if the phone number they enter in the call setup page is improperly formatted, or if Multimedia Call Center does not provide service to their calling area.



MSG.html

Choose how to connect message

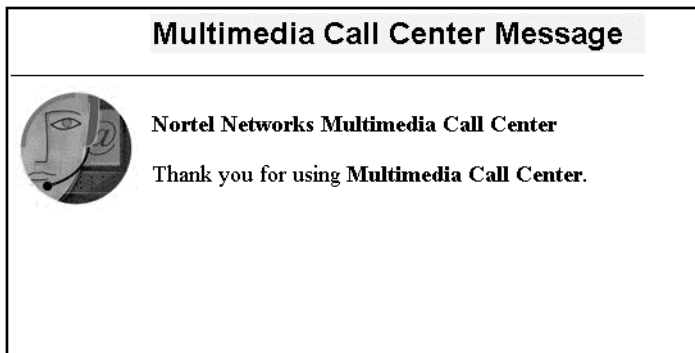
Callers see this message if they do not specify their connection preferences in the call setup page.



MSG.html

Session completed message

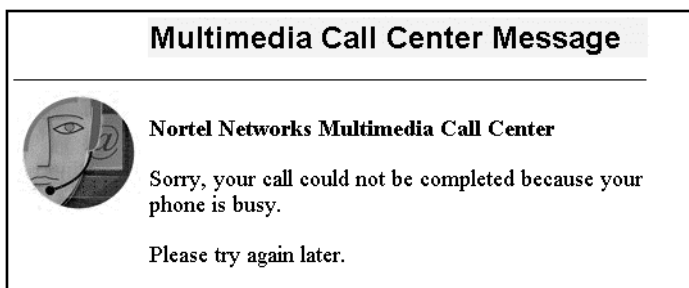
Callers see this message after they click the Hangup button on the caller interface.



MSG.html

User busy message

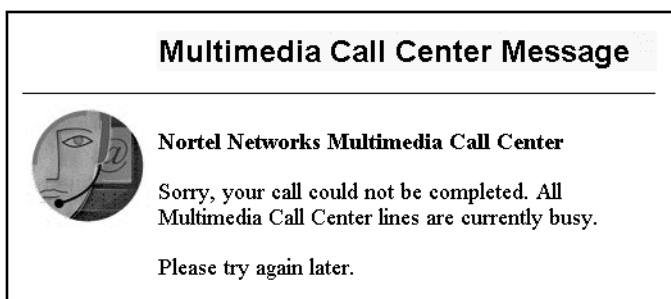
Callers see this message if their call cannot be completed because their phone line is busy.



MSG.html

Lines busy message

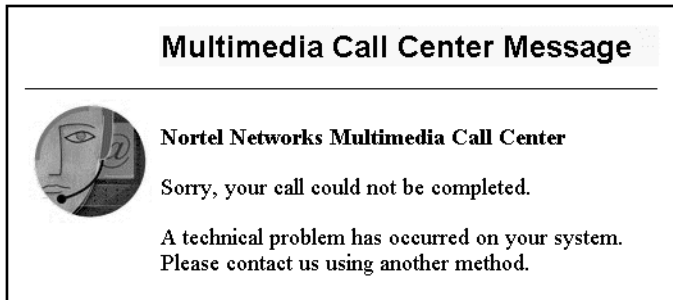
Callers see this message if their call cannot be completed because Business Communications Manager has no available phone lines. Set the Maximum Outcalling Channels to more than one so that phone lines are available. For more information refer to [“How Multimedia Call Center calls work with Routing Tables” on page 19.](#)



MSG.html

Make call failed message

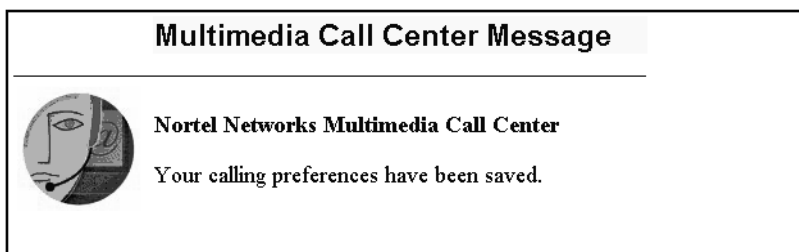
Callers see this message if their call cannot be connected because there is a problem with the Multimedia Call Center server.



MSG.html

Preference message

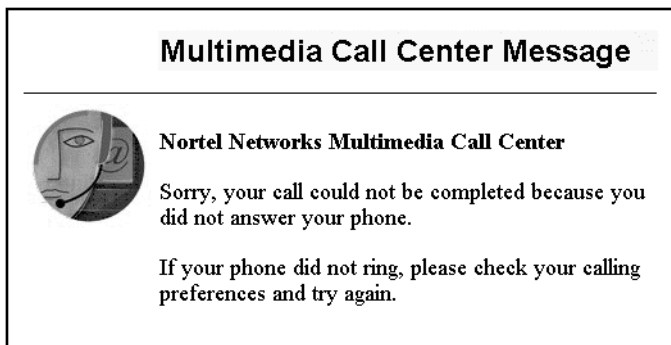
Callers see this message after they enter their calling preferences in the preferences page.



MSG.html

No answer message

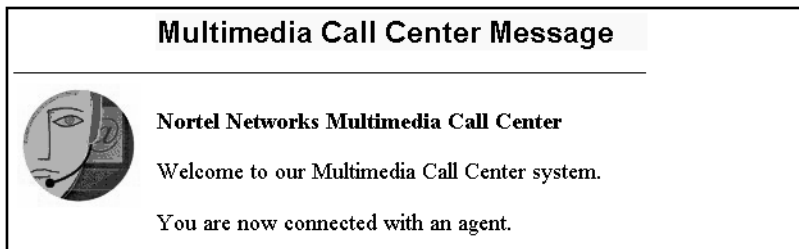
Callers see this message if they do not answer their phone.



MSG.html

Connected message

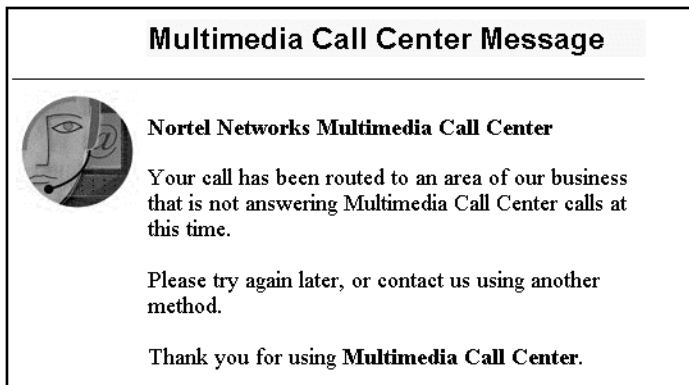
Callers see this message when they connect to an agent.



MSG.html

Call transferred message

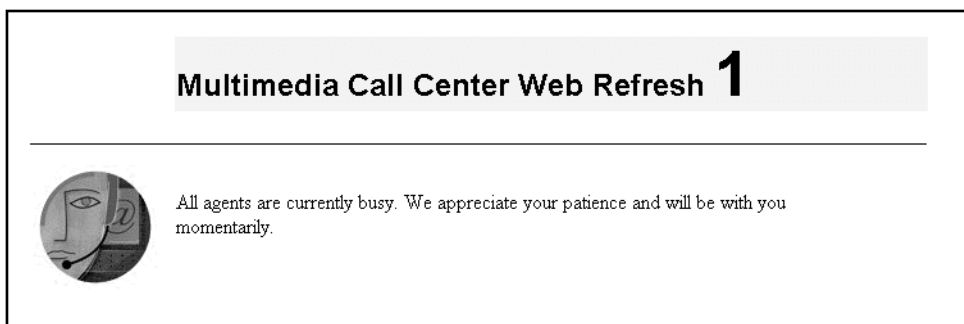
Callers see this message when Multimedia Call Center or an agent transfers the voice call.



MSG.html

Web refresh message

Callers see this message while they are waiting for a Multimedia Call Center agent to become available. You or your web developer can create variations of this message to assure callers that their call is important, and all agents are still busy.



REFRESH.html

Recording Multimedia Call Center announcements

When you record announcements for Multimedia Call Center, record announcements that callers hear while they are waiting for agents.

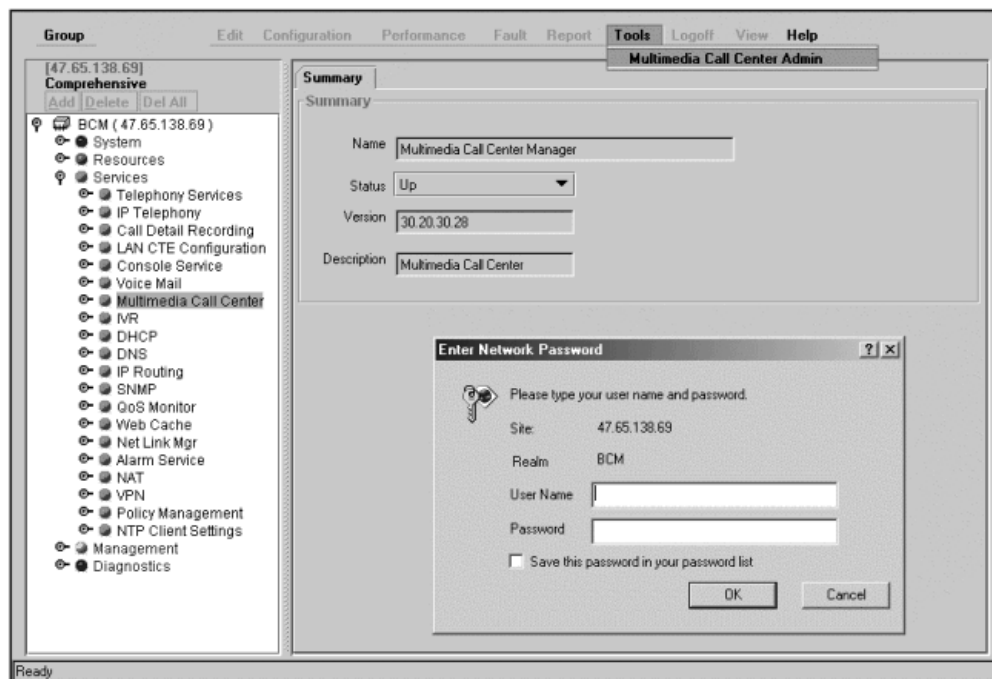
You record Call Center messages using CallPilot Manager. For information on recording Call Center announcements see the *Call Center Set Up and Operation Guide*.

Downloading web pages and viewing web page lists

If you want to customize a Multimedia Call Center page, download it to your computer, customize it, and then upload it to Business Communications Manager. You can also view the lists of Multimedia Call Center files that are on your system.

To download web pages or view lists of pages

- 1 Point your web browser to the URL
https://voicebutton.<domain>:
where <domain> is the domain name of Business Communications Manager.
The Business Communications Manager Unified Manager screen appears.
- 2 Click the **Configure** button.
The Login screen appears.
- 3 In the **User ID** box type your user ID.
- 4 In the **Password** box type your password.
- 5 Click the **Login** button.
The Unified Manager screen appears.
- 6 Click the **Services** key.
- 7 Click the **Multimedia Call Center** heading.
- 8 On the **Tools** menu click **Multimedia Call Center Admin**.
The Enter Network Password dialog box appears.



- 9 In the **User Name** box type your user name.
- 10 In the **Password** box type your password.
- 11 Click the **OK** button.
The System Administration page appears.

Customize

View/download customizable files.

[View/Download Files](#)

Add (upload) or delete a customized file.



Interface name:

Remote file name:














Local file: [Browse...](#)

[Add File](#) [Delete File](#)

- 12 Under the **Customize** heading, click the **View/Download Files** button to generate a list of the files.
The list appears in a new browser page. The default sub-folder contains the set of default web page templates and text substitutions. Other sub-folders are created when you upload customized web pages.

Index of /ivb-resource			
<u>Name</u>	<u>Last modified</u>	<u>Size</u>	<u>Description</u>
 Parent Directory	05-May-2002 15:40	-	
 default/	05-May-2002 15:40	-	

- 13** To view a list of web pages, click the link for the list you want to view
or
to download the default web pages if you want to customize Multimedia Call Center web
pages, click the **default** link. In this example, we clicked the default link.
The list of default Multimedia Call Center web pages appears.

Index of /ivb-resource/default			
<u>Name</u>	<u>Last modified</u>	<u>Size</u>	<u>Description</u>
 Parent Directory	06-May-2002 10:17	-	
 CallSetup.html	05-May-2002 15:18	4k	
 CallSetup.txt	05-May-2002 15:18	2k	
 CallerSetup.html	05-May-2002 15:18	1k	
 CallerSetup.txt	05-May-2002 15:18	1k	
 LaunchMonitor.html	05-May-2002 15:18	1k	
 LaunchMonitor.txt	05-May-2002 15:18	1k	
 Preferences.html	05-May-2002 15:18	4k	
 Preferences.txt	05-May-2002 15:18	2k	
 msg.html	05-May-2002 15:18	1k	
 msg.txt	05-May-2002 15:18	4k	
 refresh.html	05-May-2002 15:18	1k	
 refresh.txt	05-May-2002 15:18	10k	

- 14** To download a file, right-click the link, click **Save As** and save the file to your computer.
You can change the filename if you want to.

Customizing web pages

You or your web developer can customize web pages and upload them to Business Communications Manager. You can customize the default Multimedia Call Center web pages or create your own.



Note: Do not directly edit web pages.

Do not change the location of the Multimedia Call Center default files on Business Communications Manager.

To customize web pages

- 1 Download the web page or web page list you want to customize to your computer. Refer to [“Downloading web pages and viewing web page lists” on page 58](#).
- 2 Customize the file or list of files.
- 3 Upload the customized files to Business Communications Manager using the procedure in [“Uploading or deleting web pages” on page 62](#).

Overviews of downloading, customizing and uploading pages

An overview of customizing an MSG.html file for the ABC Computer Company

- 1 Download the MSG.html template from Business Communications Manager to your desktop. Refer to [“Downloading web pages and viewing web page lists” on page 58](#).
- 2 Customize the MSG.html file.
- 3 Save the new customized file in your local directory. Save the new file with a new name, such as abc_msg.html.
- 4 Log on to Business Communications Manager using the ABC Computer Company User ID and password. For more information about user accounts see [“Creating a user account for Multimedia Call Center” on page 13](#).
- 5 Upload the file. Refer to [“Uploading or deleting web pages” on page 62](#).

An overview of uploading Spanish-language status and error messages

- 1 Download the msg.html and msg.txt template files from Business Communications Manager to your desktop and customize them. Refer to [“Downloading web pages and viewing web page lists” on page 58](#).
- 2 Upload the files using the procedure in [“Uploading or deleting web pages” on page 62](#):
 - In the **Interface name** text box type **spanish**.
 - In the **Remote file name** text box type **msg.html**.
 - In the **Local file** text box type the local path to the customized msg.html file, or use the Browse button to help you locate the file on your desktop.
 - Click the **Add File** button.

Uploading or deleting web pages

After you customize Multimedia Call Center web pages, use this procedure to upload them to Business Communications Manager. You can also use this procedure to delete any customized files that are outdated, misnamed, or misfiled.

To upload or delete customized files

- 1 Point your web browser to the URL
`https://voicebutton.<domain>`:
where <domain> is the domain name of Business Communications Manager.
The Business Communications Manager Unified Manager screen appears.
- 2 Click the **Configure** button.
The Login screen appears.
- 3 In the **User ID** box type your user ID.
- 4 In the **Password** box type your password.
- 5 Click the **Login** button.
The Unified Manager screen appears.
- 6 Click the **Services** key.
- 7 Click the **Multimedia Call Center** heading.
- 8 On the **Tools** menu click **Multimedia Call Center Admin**.
The Enter Network Password dialog box appears.
- 9 In the **User Name** box type your user name.
- 10 In the **Password** box type your password.
- 11 Click the **OK** button.
The System Administration page appears.

Customize
View/download customizable files.

Add (upload) or delete a customized file.
Interface name:
Remote file name:
Local file:

12 To upload files:

- a** In the **Interface name** box type the folder name you want to save the file in. Either enter the name of an existing folder, or type a new name. If you type a new name, a new folder is created. The folder name is used as the interface parameter in links from your web site to Multimedia Call Center. For more information on creating web links see chapter 3, “Integrating Multimedia Call Center with a website” in the *Multimedia Call Center Web Developer Guide*.
- b** In the **Remote File name** box enter the name of the file, for example, LaunchMonitor.html.
- c** Click the **Browse** button and browse to the location of the file you customized, for example, ABCLaunch.html, or enter the path name of the file in the **Local file** box.
- d** Click the **Add File** button.

To delete files:

- a** In the **Interface name** box type the folder name you want to delete the file from.
- b** In the **Remote File name** box enter the name of the file, for example, LaunchMonitor.html.
- c** Click the **Delete File** button.

To upload graphics such as .gifs or .jpegs, or other media such as .wav files or animated gifs:

- a** In the **Interface name** box type **media**.
- b** In the **Remote file name** box enter the name that you want to save the file as.
- c** Click the **Browse** button and browse to the location of the file, or enter the path name of the file in the **Local File** box.
- d** Press the **Add File** button and check in the file list that the file is uploaded.

When you include the uploaded media on a web page, use the relative path “/ivb-media” to refer to uploaded media files. For example, if you upload the file “logo.jpg” to the media interface, in a custom HTML files reference the file by including a tag such as
.

Creating and distributing web page lists

You or your web developer can create bookmarked lists of web pages that agents can push to callers.

After you create a web page list, export it in a shared directory on your network and notify the Multimedia Call Center agents to import the list.



Note: You must use Internet Explorer for the web page lists you create and distribute. Netscape is not supported.

To create a list of web pages

- 1 In your browser, create a folder for the new list of web pages. Create a folder name that is easy to identify.
- 2 Browse to the pages you want to bookmark.
- 3 Bookmark each page, and save each bookmark in the folder you created.
- 4 To start the Import/Export Wizard, on the **File** menu click **Import and Export**.
- 5 Save the folder you created to a network drive.
- 6 Send an email to the agents that they should import the new folder into their Favorites. In your email tell the Multimedia Call Center agents where the web page list is located on the network. Be sure to include the location of the folder in your message. You can set up an address list of agents so you can notify all the agents with one email.

Whenever you create or update a web page list, notify the agents to copy the list to their computer.

Chapter 5

Viewing reports, active calls and log files

There are four reports you can generate that show the Multimedia Call Center activity on Business Communications Manager:

Report	Contains
Summary call report - all calls	a summary of call statistics over a specified time
Summary call report by skillset	a summary of call statistics for all skillsets over a specified time
Detail call report - all calls	a detailed list of all calls made over a specified time
Detail call report by skillset	a detailed list of all calls made by all skillsets over a specified time



Note: Active calls and calls waiting in skillsets are not included in reports.

To see all calls, including Multimedia Call Center calls waiting in skillsets, press Feature 909 on a Business Communications Series terminal.

Browser Only calls are not shown when you use Feature 909.

Summary call report - all calls

The Summary call report for all calls shows:

- total number of Multimedia Call Center calls completed
- total number of text calls completed
- total number of calls ("transactions")
- total time of all calls
- average time per call

An example of a Summary call report for all calls

Multimedia Call Center Call Statistics
<i>Report run on Fri Sep 12 16:15:04 2003</i>
From Wed Sep 10 00:00:00 2003 to Sat Sep 13 23:59:59 2003 .
Total calls = 5, browser calls = 9
Total time = 9 mins, 43 secs
Average time per call = 41 secs

Summary call report by skillset

The Summary call report by skillset shows the information in the Summary call report for all calls, and the information by skillset.

An example of a Summary call report by skillset

Multimedia Call Center Call Statistics
<i>Report run on Fri Sep 12 16:33:50 2003</i>
From Wed Sep 10 00:00:00 2003 to Sat Sep 13 23:59:59 2003 .
Total calls = 5, browser calls = 9
Total time = 9 mins, 43 secs
Average time per call = 41 secs
 Skillset: skset03
Calls = 5, browser calls = 9
Time = 9 mins, 43 secs
Average time per call = 41 secs

Detail call report - all calls

The Detail call report for all calls shows the information in the Summary call report for all calls, and a detailed list of each call completed during the time period of the report. For each call, the report shows:

- Time - the time and date the call started
- Duration - the duration of the call
- Request from - the caller's phone number
- Received by - the agent's phone number
- Group - the skillset

An example of a Detail call report for all calls

Multimedia Call Center Call Statistics

Report run on Fri Sep 12 16:12:40 2003

From Wed Sep 10 00:00:00 2003 to Sat Sep 13 23:59:59 2003.

Total calls = 5, browser calls = 9

Total time = 9 mins, 43 secs

Average time per call = 41 secs

Time	Duration	Group	Request From	Received By
Wed Sep 10 11:30:07 2003	12 secs	skset03	BROWSER	31
Wed Sep 10 12:19:00 2003	50 secs	skset03	BROWSER	31
Wed Sep 10 12:21:27 2003	2 mins, 27 secs	skset03	4006	31
Thu Sep 11 12:27:03 2003	1 mins, 57 secs	skset03	BROWSER	32
Thu Sep 11 12:29:46 2003	1 mins, 9 secs	skset03	4006	32
Thu Sep 11 12:31:45 2003	1 secs	skset03	BROWSER	32
Fri Sep 12 12:35:17 2003	37 secs	skset03	BROWSER	33
Fri Sep 12 12:36:45 2003	31 secs	skset03	4006	33
Fri Sep 12 12:38:39 2003	41 secs	skset03	4006	33
Sat Sep 13 12:41:24 2003	34 secs	skset03	BROWSER	34
Sat Sep 13 12:42:30 2003	10 secs	skset03	BROWSER	34
Sat Sep 13 12:43:14 2003	11 secs	skset03	BROWSER	34
Wed Sep 10 12:54:31 2003	10 secs	skset03	4006	31
Wed Sep 10 12:59:42 2003	13 secs	skset03	BROWSER	31

Detail call report by skillset

The Detail call report by skillset shows the information in the Detail call report for all calls and summarizes the information by skillset.

Example of a Detail call report by skillset

Multimedia Call Center Call Statistics

Report run on Fri Sep 12 16:34:41 2003

From **Wed Sep 10 00:00:00 2003** to **Sat Sep 13 23:59:59 2003**.

Total calls = 5, browser calls = 9

Total time = 9 mins, 43 secs

Average time per call = 41 secs

Skillset: **skset03**

Calls = 5, browser calls = 9

Time = 9 mins, 43 secs

Average time per call = 41 secs

Time	Duration	Group	Request From	Received By
Wed Sep 10 11:30:07 2003	12 secs	skset03	BROWSER	31
Wed Sep 10 12:19:00 2003	50 secs	skset03	BROWSER	31
Wed Sep 10 12:21:27 2003	2 mins, 27 secs	skset03	4006	31
Thu Sep 11 12:27:03 2003	1 mins, 57 secs	skset03	BROWSER	32
Thu Sep 11 12:29:46 2003	1 mins, 9 secs	skset03	4006	32
Thu Sep 11 12:31:45 2003	1 secs	skset03	BROWSER	32
Fri Sep 12 12:35:17 2003	37 secs	skset03	BROWSER	33
Fri Sep 12 12:36:45 2003	31 secs	skset03	4006	33
Fri Sep 12 12:38:39 2003	41 secs	skset03	4006	33
Sat Sep 13 12:41:24 2003	34 secs	skset03	BROWSER	34
Sat Sep 13 12:42:30 2003	10 secs	skset03	BROWSER	34
Sat Sep 13 12:43:14 2003	11 secs	skset03	BROWSER	34
Wed Sep 10 12:54:31 2003	10 secs	skset03	4006	31
Wed Sep 10 12:59:42 2003	13 secs	skset03	BROWSER	31

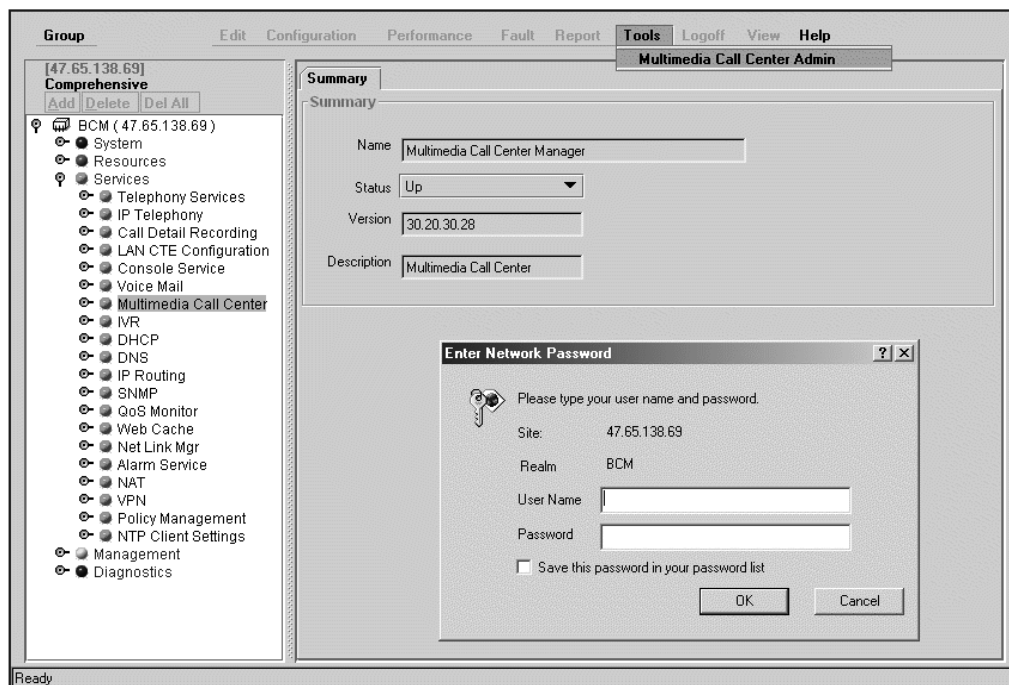
Generating Multimedia Call Center reports



Note: Generating reports can put an additional load on Business Communications Manager. Avoid generating reports during periods of peak activity. If possible, generate reports after hours.

To generate a Multimedia Call Center report

- 1 Point your web browser to the URL
https://voicebutton.<domain>:
where <domain> is the domain name of Business Communications Manager.
The Business Communications Manager Unified Manager screen appears.
- 2 Click the **Configure** button.
The Login screen appears.
- 3 In the **User ID** box type your user ID.
- 4 In the **Password** box type your password.
- 5 Click the **Login** button.
The Unified Manager screen appears.
- 6 Click the **Services** key.
- 7 Click the **Multimedia Call Center** heading.
The Summary screen appears.



- 8 On the **Tools** menu click **Multimedia Call Center Admin**.
The Enter Network Password dialog box appears.
- 9 In the **User Name** box type your user name.
- 10 In the **Password** box type your password.
- 11 Click the **OK** button.
The System Administration page appears.
- 12 Under the **Reporting** heading, select the type of report you want to generate:
 - Summary Call Report - All Calls
 - Detail Call Report - All Calls
 - Summary Call Report By Skillset
 - Detail Call Report By Skillset

The screenshot shows a web interface titled "Reporting". Below the title is the instruction "View call statistics. Choose the period and format for reporting." There are three main sections: 1. "View Report" section with a "View Report" button, a dropdown menu currently showing "today", and a list box showing report options: "Summary Call Report - By Skillset (HTML)", "Summary Call Report - All Calls (HTML)", "Detail Call Report - All Calls (HTML)", "Summary Call Report - By Skillset (HTML)" (which is highlighted), and "Detail Call Report - By Skillset (HTML)". 2. "Archive the current reporting database and" section with an "Archive Reporting" button. 3. "Monitor active calls on the system." section with an "Active Calls" button.

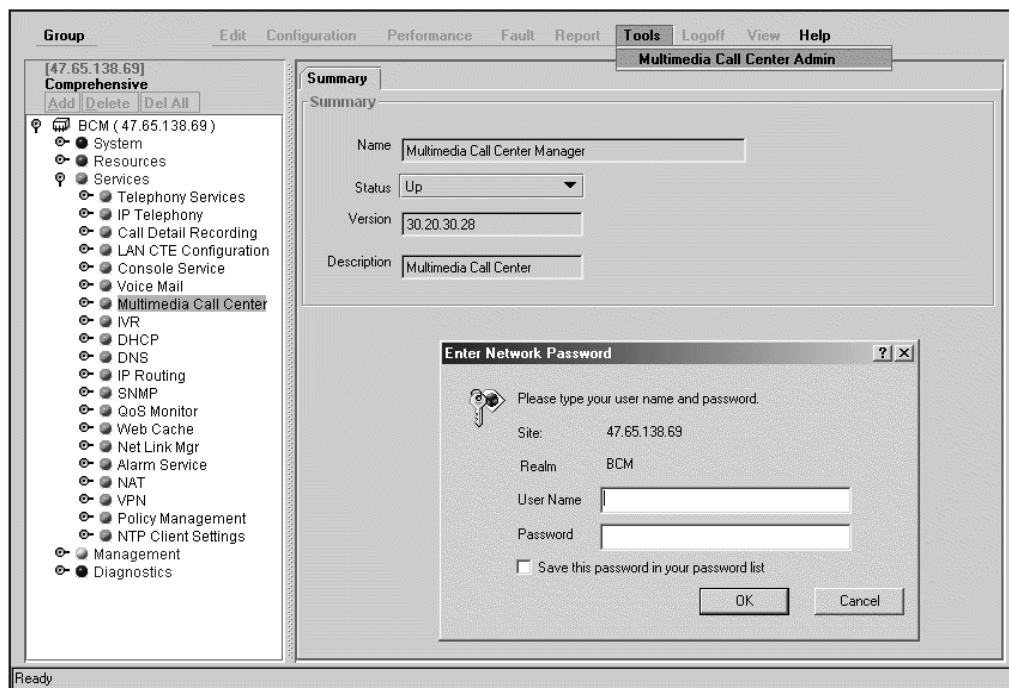
- 13 From the **View Report** list box, select the time period for the report:
 - **today** - includes calls completed on the current day up to the time the report is generated
 - **current reporting period** - includes calls made since the last time the reporting period was archived
- 14 Press the **View Report** button to generate the report.
- 15 If you want to archive the file used to generate the reports, click the **Archive Reporting** button. A message appears that asks you to confirm your request. Click the **OK** button.
The report is stored in BCM/Program Files/Nortel Networks/Voice Button/System.

Monitoring active calls

You can monitor active Multimedia Call Center calls.

To monitor active calls

- 1 Point your web browser to the URL
https://voicebutton.<domain>:
where <domain> is the domain name of Business Communications Manager.
The Business Communications Manager Unified Manager screen appears.
- 2 Click the **Configure** button.
The Login screen appears.
- 3 In the **User ID** box type your user ID.
- 4 In the **Password** box type your password.
- 5 Click the **Login** button.
The Unified Manager screen appears.
- 6 Click the **Services** key.
- 7 Click the **Multimedia Call Center** heading.
The Summary screen appears.



- 8 On the **Tools** menu click **Multimedia Call Center Admin**.
The Enter Network Password dialog box appears.
- 9 In the **User Name** box type your user name.

- 10 In the **Password** box type your password.
- 11 Click the **OK** button.
The System Administration page appears.
- 12 Under the **Reporting** heading, click the **Active Calls** button.
A report of all the currently active Multimedia Call Center calls appears in a separate window.

Nortel Networks Internet Voice Button**Voice Button Call Monitor***Active calls @ Thu Oct 18 14:07:32 2001*

Duration	Group	Request From	Received By	Call ID
26 secs	skset01	TEXT	10	503398908
Ringing...	skset01	4123	4123	503398909

Viewing log files

Log files are automatically generated daily by Multimedia Call Center. You can use log files to diagnose system problems. The log files include all activity that occurs with its CGI interface and its telephony server.

On days with no Multimedia Call Center activity, CGI log files are not generated, and blank mslog and vwlog files are generated.

Multimedia Call Center Log files are generated in C:\Program Files\Nortel Networks\Voice Button\logs.

The logs are named:

- cgilog_YYYY_MM_DD.txt: log file of CGI activity
- nslog_YYYY_MM_DD.txt: log file of NSACD service
- vwlog_YYYY_MM_DD.txt: log file of VBServer service

where YYYY is a 4-digit year

MM is a 1- or 2-digit month

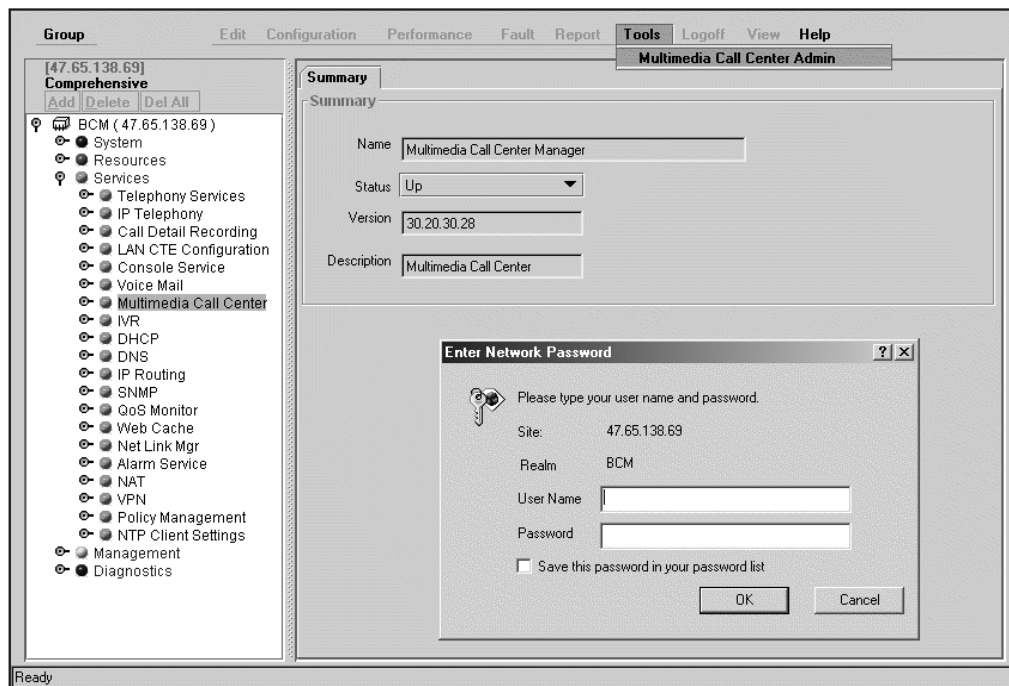
DD is a 1- or 2-digit day

The Call Center log file is generated in D:\st\stlog.out.

To view a log file

- 1 Point your web browser to the URL
https://voicebutton.<domain>:
where <domain> is the domain name of Business Communications Manager.
The Business Communications Manager Unified Manager screen appears.
- 2 Click the **Configure** button.
The Login screen appears.
- 3 In the **User ID** box type your user ID.
- 4 In the **Password** box type your password.
- 5 Click the **Login** button.
The Unified Manager screen appears.
- 6 Click the **Services** key.

- 7 Click the **Multimedia Call Center** heading.
The Summary screen appears.



- 8 On the **Tools** menu click **Multimedia Call Center Admin**.
The Enter Network Password dialog box appears.
- 9 In the **User Name** box type your user name.
- 10 In the **Password** box type your password.
- 11 Click the **OK** button.
The System Administration page appears.

Other Administrative Functions

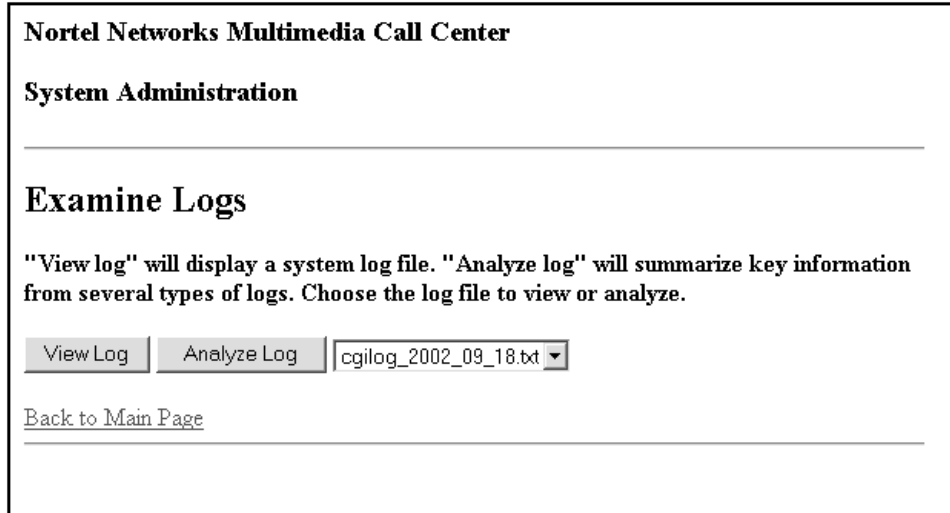
View system parameters.

View Params

Examine system log files.

Examine Logs

- 12** Click the **Examine Logs** button.
The Examine Logs screen appears.



The screenshot shows a web interface for the Nortel Networks Multimedia Call Center. At the top, it says "Nortel Networks Multimedia Call Center" and "System Administration". Below this is a horizontal line. The main heading is "Examine Logs". Underneath, a text block explains: "'View log' will display a system log file. 'Analyze log' will summarize key information from several types of logs. Choose the log file to view or analyze." Below this text are two buttons: "View Log" and "Analyze Log". To the right of these buttons is a dropdown menu showing "cgilog_2002_09_18.txt" with a downward arrow. At the bottom of the form area, there is a link that says "Back to Main Page" underlined.

- 13** Select the log file you want to view:
- Click the **view log** button to view the log you select.
 - Click the **analyze log** button to see a summary for the log you select.
- 14** If you want to archive the log and reset the statistics, click the **archive reporting** button.
A message appears that asks you to confirm the reset.
- 15** Click the **OK** button.

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